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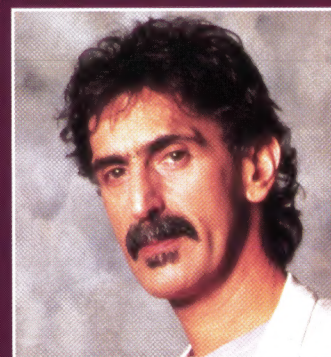
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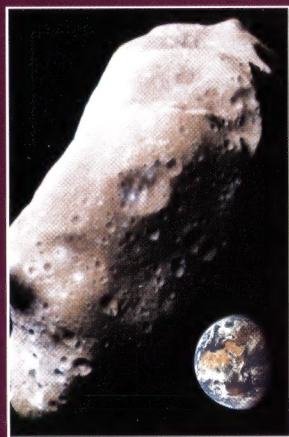
COMPU SERVE

M A G A Z I N E

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For more on Scialli's efforts and 14 other stories of unique and life-changing uses of the Information Service, see page 13 inside.



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Three years ago, we asked CompuServe users to tell us how the Information Service changed their lives. Recently, we asked members again, and our 14 winners are featured, including a man who found his biological father in Arkansas, a woman who gets her Monday-morning quarterbacking done early, a Broadway-musical fan whose fandom turned into a business, and the starter of a grass-roots initiative to name an asteroid in honor of the late musician who represented freedom to Eastern Europeans. Plus: An honorable mention for a CBer learning the hard—but funny—way.

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Local-area networks were intended to give users better access to data and companies better per-user costs by sharing resources such as printers. But LAN downtime, for the unprepared, can leave lots of well-paid people twiddling their thumbs and cost a firm thousands of dollars in repairs as well as lost productivity and revenue. Here's how managers and users can keep downtime down. Includes: 10 expert tips; LAN-related programs galore.

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Are you express-mailing your company to death? Business users are still discovering how switching from that and other traditional forms of corporate communications to e-mail gets their information moved and decisions or changes made instantly. With: A CompuServe Mail connection guide; helpful mail uploads.

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Call it the Olympics of the Sea. Every four years, a fleet of specially built sailboats costing anywhere from thousands to millions of dollars take to the oceans for a 27,000-mile, eight-month, four-legged race with a mean bite: the BOC Challenge. The Sailing Forum lets you look on as skippers test their boats and themselves in Cape Horn's howling winds and the Arctic Circle's treacherous icebergs. With: How students and everyone else can watch the BOC.

45 Buying Into Trouble: If there's a product or service worth paying for, there's a chance you won't get your money's worth—which is why many CompuServers have headed for the new Consumer Forum.

52 To Protect and Serve Yourself: Crime is an ever increasing fact of life, even in England, where once unarmed bobbies now carry guns and wear body armor. Advice on how not to become a victim of robbery, carjacking, or kidnapping is plentiful in the new Time-Warner Crime Forum and other online locales.



How CompuServe saved the day—p. 13



Navigating the BOC's high seas—p. 41

Too Hot to Print

► Catch computer-industry news as it happens and read today's news, commentary, and product reviews. You'll find it only in Online Today, a daily updated newspaper.

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Dear Reader

CompuServe's Information Service keeps growing. We add new forums and services every week, which makes the What's New menu a vital information source. But how can you, the member, not just learn about CompuServe's many online products—new and old—but use them to enrich your life? Sometimes it's best to observe the actions of others. That's why we decided to hold another Member Essay Contest. We again asked CompuServe members to tell us in 200 to 400 words how products on the Information Service saved the day or enhanced their lives. We wanted them—you—to show how CompuServe meets both routine and unexpected needs.

The editorial staff had tremendous fun reading the entries. The winning essays are published, starting on page 13, along with an honorable mention we had to share. We learned more about product applications than could be contained in these pages. We also discovered it's not simply the information available in the more than 2,000 services that saved the day, but the administrators and fellow members involved with them. When you read the winning entries, you'll not only see the clever ways people have used their membership to help solve problems but also learn how others advise and support fellow members, as in the case of a business executive suffering a mental breakdown or CBers guiding a novice. We're lucky to have such a giving spirit online, year-round.

* * *

CompuServe Mail provides a launchpad for worldwide information distribution. Aside from the more than 2.4 million members on the CompuServe network, there are millions of people reachable via the Internet and X.400 gateways. The key, however, is knowing the recipient's correct address. To define the often complicated address strings, we've published a chart on page 36, along with a story about how members use CompuServe Mail to facilitate global communications.

If you have a specific e-mail question that needs further attention after reading this article, stop by the New Member Welcome Center (free of connect-time charges), the Internet Forum, or the Telecommunications Forum for continued discussion or assistance. Type FIND MAIL to get an overview of all mail services, including vendors who offer mail-related products.

* * *

If current events are of interest, be sure to GO CURRENT, where timely news stories are related to the activity on the Information Service. Want to find out where the hot political discussions are being held? Where reading material on current sporting events can be found? Here's a guide to point you in the right direction. Updates are made daily, Monday through Friday.

Kassie Rose
Editor

INTRODUCING THE TOTALLY NEW FORD CONTOUR.



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COMPU SERVE

M A G A Z I N E

This special edition was created to help the more than 19,000 Australian and New Zealand members get the most out of forums and services through CompuServe Pacific.

Summer 1994 Edition



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Hints and Tips

The answer is basic!

by Manish Goklaney

In my childhood years, I was a great fan of the Jetsons. I was quite fascinated by how computers were considered an integral part of that society. And now with all this talk of the Information Superhighway to begin construction, the age of the Jetsons is not far behind. But how can CompuServe contribute to this phenomenon provided that the toll is to be kept to a bare minimum and the services offered first class? The answer is basic! (GO BASIC).

Mind you, these services are not called basic because of their simplicity but because of their necessity to this concept. And if we were to judge necessity by its usage, electronic mail (or email) would certainly fall into this category. Imagine having your messages delivered across the globe in two minutes flat with a fraction of the cost. Isn't technology great! If that doesn't impress you, how about the extended facility of sending not only

plain text data but also files of any sort including a scanned image of the family that Aunt Agatha was coming personally to collect? I knew I could make you see it my way.

Before you go putting that courier company out of business, there are a few more basic services that you can place at your fingertips. One of them being the Groliers Encyclopedia (GO ENCYCLOPEDIA). Alas if only this luxury were available when I ►

Continued on page 2

The answer is basic!
continued from page 1.

was sweating through my history exams in high-school. I survived, barely though, and take comfort in knowing that I will always have the full drug reference guide at hand if ever the need arise. This online reference is quite comprehensive as it covers everything from light pain relievers to anti-biotics, their dosage and their effect on the body.

Surely though among these gems of services, my personal favourite would have to be the travel services. Taking the family overseas for a vacation, then you'll love EAASY SABRE (GO SABRE). Plan your entire trip to suit your budget before you leave. Why take a connecting flight when a direct flight is available and knowing the cost of the car hire and accommodation you might begin to have doubts on whether you can really afford the trip. Well think again as the bargain finder will locate the best deals in town for you. It is simply magic!

Of course you do not have to leave your home to find the best prices. Why not shop in the comfort of your own home. Sure you have heard of tele-shopping but the Electronic Mall is something else. Feel free to roam the many exquisite stores and be serviced by the friendly mall merchants ready to lend you a hand in choosing that something special for yourself or your loved one. The range is great and the prices reasonable.

From \$A0.15/ \$NZ0.19 per minute, basic services open a whole new window into the world of information-technology advancement. And although we won't all have the little flying rockets to get around in and robot maids doing all our daily chores, basic services would certainly help make life just that more convenient. ■



CB Simulator

by Linnette Horne

CB Simulator (GO CB) is a conference area for those who are familiar with amateur radio. Instead of radios, the user's 'talk' with their keyboards and 'listen' with their screens.

CB has three bands, (CB General Band, CB Adult 1 Band and CB Adult II Band), which have 36 channels each. This allows members many channels to choose from, after they have selected their band. Among the channels is the 'Newcomers Channel', where volunteers are available to help the beginner (23:00-07:00GMT) On CB there are four ways to communicate, talking on an open channel, in a group, one on one, or monitoring.

Starting CB:

1. Choose CB Simulator from the Services Menu and the main menu will appear.
2. Select a band by double clicking the mouse on one of the lines beginning with 'Access'. The member at this point, may be asked to supply a handle (CB nickname).

The member will now see the Channel Selector box, the CB Tracking window and the CB Toolbox.

3. Click a channel and then click Tune. (Tune is the command that allows the receiving and sending of messages on a selected channel)

Other choices in the Channel Selector are: Monitor, which allows the member to 'listen' to a second channel while the member 'remains' in the first channel. Who: tells the member the identity of the members on a selected channel or on the entire band. Status: Gives the member information about the channel traffic for all channels.

CB Etiquette

As with any meeting place there are rules for behaviour:

No disruptive behaviour is allowed. No one may use language (or a Handle) that the average person would find abusive, profane, or offensive.

Now that you know the how, why not try out the CB simulator and make new friends from around the world. ■

Who's who in CompuServe Pacific

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Bringing people and information together.

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475 Victoria Avenue Chatswood NSW 2067 Australia.

Hints and Tips

How do I make a copy of my address book with WinCIM?

Email addresses are an important means of communication. If your travelling overseas and accessing from a different computer it is necessary to take a copy of those addresses with you so that you can keep in contact. With WinCIM, the address book is a file called ADDRBOOK.DAT in the c:\cserve\support directory. Simply copy this file to the new machine.

Which network are you using?

If you GO CPUSAGE you will find information about the network you are using to access CompuServe. Under the heading of Node will be some numbers followed by a three letter code. If the three letter code is FAN or FAM you accessed CompuServe through FALNET. DC

Converting your User ID to an Internet address.

When making business cards add both your CompuServe and Internet address. To convert your CompuServe User ID, replace the comma with a full stop and add @compuserve.com as a suffix. For example, the User ID for Member Service 70006,101 becomes 70006.101@compuserve.com. AS

REPLY COUPON

☐ Change of address

Name:.....

User ID Number:.....

Address:.....

Suburb/State/Postcode:.....

Telephone Number (H):.....(W):.....

Please photocopy and return to CompuServe Pacific
Fujitsu Australia Limited, P.O. Box 1183, Chatswood, NSW 2057, Australia.

Compression helps relieve depression

by Denise Connors

Compressing, archiving and zipping are means of reducing the size of a file by running a special software utility. This software utility will produce a file which is smaller than the original. This is useful when saving a large file to a floppy disk or hard disk and when sending files. Many files found on CompuServe are compressed, in most cases the three letter code after the dot in a file-name (the extension) will indicate that it has been compressed. Some typical extensions for compressed files are as follows: ARC, ZIP, ZOO, SIT, SEA, LZH, ARJ, BIN, CPT, LBR and sometimes EXE.

De-compressing, de-archiving and unzipping are the opposite operations used to expand a file to its original form. For most cases a software utility is needed to do this, the only exception is a self-extracting file, which has the ability to extract itself. Self-extracting files are typically denoted by the extension of EXE for PC-DOS or Windows files and SEA for Macintosh files.

There is a comprehensive list of when to use which decompressing utility and where they are located in the file COMPRS.DOC in Library 1 of the Help Forum (GO HELPFORUM). The following section will discuss file compression from the Windows perspective with the concepts being similar in Macintosh and DOS environments.

Windows compression/decompression utilities make archiving more user friendly. They provide a checkbox interface which runs the compression utilities located on the computers hard disk. It is necessary for the actual files which do the compressing and decompressing to be on the computer before this software can be run. You must have already downloaded pk204g.exe.

One example of freeware which provides a windows front-end to using pkzip (to create compressed files with an extension of .zip) and pkunzip (to expand files with a zip extension) is winzip.exe from Library 11, Windows Utilities in the XTALK forum (GO XTALK).

When you have downloaded winzip.exe from CompuServe you need to expand the file as it is compressed. One way to expand this file is to use the File Manager. Double click the File Manager icon located in the main program group under Window. It is a self-extracting file so double clicking on winzip.exe in the file manager will expand all of the files. If you have downloaded it from CompuServe it should be located in the directory C:\CSERVE\DOWNLOAD. and you can always move the file and expand it in another directory. This program does not actually set up an icon under Windows, although you can do this yourself. To run the program double click on winzipr.exe.

Select File from the top menu in Winzipper, then pkzip Path. Here is where you need to specify where the files pkzip.exe and pkunzip.exe are located (pk204g.exe expands to give these files). Select the drive then select the directory they are located in and click on Set Path.

Now you need to specify which file is to be compressed, where it is to be put and what it is to be called. The left hand side of the screen allows you to select the drive, directory and file. Double clicking on the file indicates that this is the file to be zipped. The middle of the screen selects which directory the file is to be located in. Underneath is the name the file is going to be given when it is compressed. Make sure it ends in .zip so that it is identifiable as a file

which needs to be decompressed by pkunzip. Click on Zip to compress the file. As no options have been set it will ask if you want to compress with no options, click on Yes. You can then send this smaller file to an overseas colleague or friend. The file will need to be sent as binary through CompuServe.

To decompress a file, click on Unzip Files from the menu at the top. This will give a slightly different screen. On the left hand side click the file which is to be decompressed or unzipped. Make sure that the file destination is set up correctly then click on Unzip. It will create a file with the original filename it had before it was compressed.

These are the basics of how to use the PKZIP and PKUNZIP programs. More detailed information is available about possible options and advanced techniques such as including multiple files in the one zipped file. This information can be gained by typing pkzip or pkunzip at the DOS prompt which will explain how to use these programs in detail. Pk204g.exe is shareware if you like it after a trial period you should register the program. ■

The Filing Cabinet

by the Australian Centre for
Computer Science



PACIFIC EDITION

New Zealand happenings

New Zealand user group formed

CompuServe user groups are starting in a number of cities around New Zealand. Three CompuServe members have kindly agreed to act as regional coordinators for the quarterly meetings (initially) in these cities.

AUCKLAND

Richard Shorter,
NZI Insurance
71760,1350

WELLINGTON

Linnette Horne,
Ministry of Commerce
71333,1302

CHRISTCHURCH

Chris Abbott,
Abbott Consulting
100015,1537

For details of the February/March 1995 meetings, please contact Colin Wallis, CompuServe NZ Marketing Manager on 75300,2206 or your area coordinator as shown above. Please contact Colin when you wish to set up a user group in your region.

Computerworld Expo winner

Ken White of the Wellington Regional Council is the winner of the draw for \$100 worth of CompuServe online time; a Bullet Fax modem worth \$600 and a Accton Mouse worth \$65 courtesy of CompuServe Pacific and the Technology Connection. ■



Pre-loved modems sent in to take advantage of the offer to upgrade older model modems to a brand new 14.400 MyModem with fax capabilities. Pictured are Brendon Lansdowne from CompuServe and Daniel Kirpatrick from Banksia Modems. Please contact Member Service when you wish to upgrade your modem. ■



What is the Filing Cabinet?

The filing cabinet is used for long-term storage of your CompuServe mail. There are two parts of it, Auto-Filed and General, which are created automatically. In addition, there are the In-Basket and the Out-Basket which are used specifically for mail you create and retrieve. If you wish, you can also create other areas for your own use.

You should not try to create your own directories on the hard disk, because the CompuServe Information Manager uses its own naming

convention and creates its own directories. Use the Information Manager to manage all your Filing Cabinet needs.

The In-Basket

When you read your mail, you can use the Get All button to retrieve all the mail into your In-Basket. Then you can read the mail when you are not connected, which saves money. Mail in the In-Basket is stored permanently, or at least until you delete it. The Mail:Send/Receive All Mail command automatically places

all your incoming mail into the In-Basket.

When you read the mail later, you have the option of deleting it from the In-Basket, keeping it there, or filing it in the Filing Cabinet, which will be discussed below.

To see what is in your In-Basket, use the Mail:In-Basket command, or click on the In-Basket button at the top of the window. (See Figure 1.) You can then Open (read) a message, and File It, Delete or Reply to the message. (See Figure 2.) ▶

Continued on page 5

The Filing Cabinet continued from page 4



Figure 1: The In-Basket

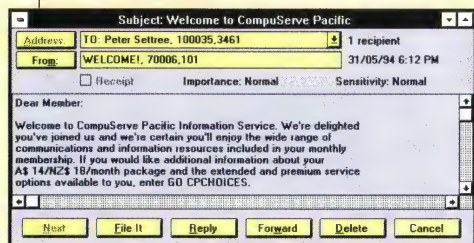


Figure 2: A Mail Message From the In-Basket

The Out-Basket

This is where mail is placed when you create it off-line. (This is cheaper than starting a message while you connected to CompuServe.) You can see the Out-Basket using the Mail:Out-Basket command, or clicking on the Out-Basket button at the top of the window. Then you can Send the mail, which automatically connects to CompuServe and sends the mail.

The Filing Cabinet

The filing cabinet contains two initial areas: Auto-Filed and General. If you want to see what is in the folder, use the Mail:Filing Cabinet command, or click on the Filing Cabinet tool. Figure 3 shows the dialog box which appears.

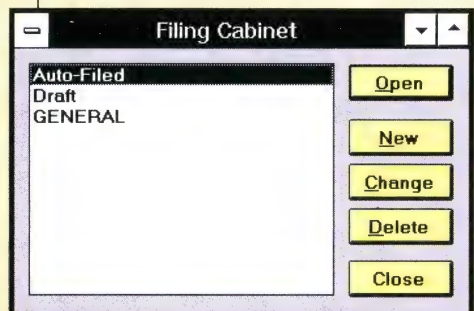


Figure 3: The Filing Cabinet Dialog Box

To access one of the areas, click on it to highlight it, then click on Open. The contents of the folder are displayed, and you can Open or Delete each item.

Creating a new folder

You can also create your own folders:

- ◆ Click on the New button.
- ◆ Enter a name for the folder.
- ◆ Click on OK.

Filing mail

When you read a mail message in the In-Basket, Out-Basket or any part of the Filing Cabinet, including Forum messages, you can File It:

- ◆ Click on the folder in which the item should be filed.
- ◆ Click on either Move or Copy.
- ◆ Click on Store.
- ◆ To create a new folder, click on the New button.

Removing a folder from the Filing Cabinet

To remove a folder from the Filing Cabinet:

- ◆ Open the Filing Cabinet.
- ◆ Click on the folder you want to remove.
- ◆ Click on the Delete button.

A list of the folder's contents appears. You must mark all items (see Figure 4) and then click on the Delete button. If you do not, the folder will not be deleted. After the mail has been deleted from the folder, you must confirm that you want to delete the folder by clicking on OK.

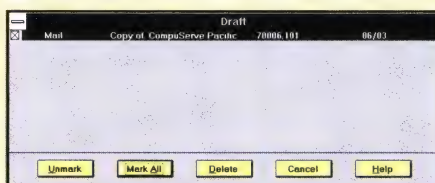


Figure 4: Deleting All Mail From a Folder

Email addresses of the rich and famous

It is surprising who is using email. Politicians, journalists, actors and authors all communicating across the ether. Here are just a few of the names from published listings of well know people that pop up on CompuServe.

Name
CompuServe User ID
Field of interest

Nathaniel Branden
73117,607
Writer

Douglas Adams
76205,2507
Author, *The Hitchhiker's Guide to the Galaxy*

Robert Fulghum
70771,763
Author, *Everything I Ever Needed to Know I learned in Kindergarten*

Bob Hoskins
75300,1313
Actor, *Who Framed Roger Rabbit?*

Wayne Knight
71054,2032
Actor, *Seinfeld, Jurassic Park*

James Randi
72740,456
Magician, *psychic debunker*

Bill Gates
74262,745
Microsoft luminary

Bill Clinton and Staff
75300,3115
White House

John Dvorak
72511,226
Writer, *MacUser*

Ross Perot
71511,460
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and Chief Technical Officer
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Market Planning and Development
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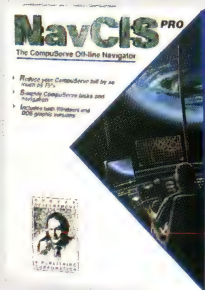
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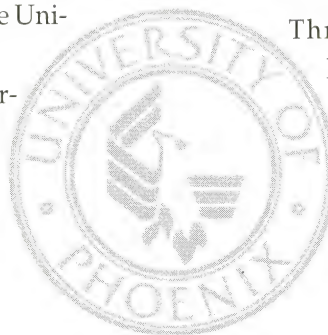
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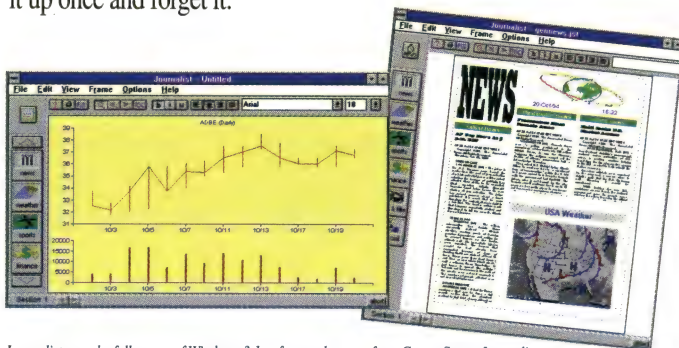
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Cover Story

I was very interested in the informative feature "Tuned In" (September, p. 10). Your readers who use Acorn computers might like to know that the MOD files ("Party in Your PC: Tunes That Are Totally MOD," p. 14) can be played on these machines in full glory without the need of sound cards by using the application STRACK.ARC, available in the UK Computing Forum's (GO UKCOMP) Library 8, "Acorn."

Matthew Lewis
Cardiff, Wales
100344,3670

The article "Tuned In" was interesting, but I was dismayed to find no mention of one of the original music organizations online, the Creative Musicians Coalition (CMC), in the Music Industry Forum (GO INMUSIC). CMC is a global collaboration of independent musicians, producers, indie-label, and radio representatives dedicated to the success of independent musicians. Most of the points made in the article regarding independent musicians and labels are already in progress within CMC. Online collaborations, whether creating music or implementing new marketing and promotion strategies, happen almost daily. Certain independent labels have used CMC's mail-order network and services for distribution. CMC played a major role as a host for the 1994 Independent Label Festival in Chicago. I hope everyone who enjoyed the article will stop by Section 4, "CMC."

Michael Hackbert
CMC Artist Member
Urbana, Illinois
71702,2175

First the plaudits: Great job on the All-Music Guide article ("Worth the Money? Check the Ultimate CD Buyer's Reference," September, p. 13). The month before, my daughter was after me for more information on a group from England called Take That. I'm almost scared to show her all the timely, great information that is out there.

Now the barbs! In "How Travelers Take the 'Lug' out of Luggage" (Monitor, p. 8), how could you be so crass as to tell readers to abuse their rights in a hotel and wantonly waste energy and water? The iron-clothes-with-a-steam-shower trick is no friend to small-hotel owners in Europe, or to the other guests who will get cold water when they shower. It would be much easier to purchase a small travel steam iron, sold in the United States, Canada, and Europe. They are lightweight (almost no metal), can use just about any voltage available from 50v to 250v, and put the steam just where

you want it. Best of all, when the shower is down the hall from your room you can still get the job done. Have a heart when in Europe; don't be an Ugly American.

David Bedard
Friedrichshafen, Germany
100337,2420

Document-Exchange Software

The article "Documents for Everyone" (September, p. 24) was very interesting. I had not heard of document-exchange software before, so I downloaded all the demos and samples I could find. However, I am dismayed that all of the current programs (Acrobat, Common Ground, Replica, and Envoy) use proprietary file formats, so you have to own four readers if you want to read all "portable" documents, and this number will probably increase. It would have been much better if a standard file format had been adopted. Then the software companies could have written software to support that format. Of course, some of the programs allow the reader to be embedded with the document, but this makes the document platform-specific, plus it wastes disk space and communication time.

By the way, a demo of WordPerfect's Envoy, ENVOY.ZIP, is available in Library 0, "Demos/Press Rel," of the WordPerfect Corp. Files Forum (GO WPFILES).

Brent S. Hall
Cheshire, Connecticut
73577,310

Bill Smith's article "Documents for Everyone" was timely and informative, but didn't mention that electronic publishing is also done in the Windows Help format. Help files support different fonts, colors, and graphics. Searches can be performed on keywords to quickly locate information. The Windows Help format does not have the cross-platform capabilities of the programs Smith reviewed, nor does it allow for easy export of text and images from your favorite word processor. But you can print individual topics and the format can be run on a huge installed base of machines running Windows without purchasing additional software. Commercial packages for creating Help-format documents are available but expensive. Several inexpensive shareware alternatives exist, and macros for major word processors are available to assist authors. The Windows Help file format is a viable alternative deserving consideration by would-be electronic publishers.

Tom Salzer
Republic, Washington
70632,706

Behind the Screens

John Edwards's column "The Smoke Gets in Your Drives" (September, p. 8) was read (and reread) and thoroughly appreciated. Being a former three-packs-a-day cigarette smoker and having broken the habit about 30 years ago, I can appreciate the message of this article, as well as the excellent humor.

At age 63, I am pleased to have survived two heart attacks, the first one at age 43 and the second about four years ago. My doctor said if I'd still been smoking after the first one, I wouldn't have survived.

Keep up the good work! I enjoy *Compu-Serve Magazine* very much, especially John Edwards's columns. If his articles are ever published in a book I would love to obtain it.

H. Mitchell "Mitch" Bell
Orleans, Ontario
72102,3721

John Edwards's antismoker diatribe sounds just like what we were all sternly lectured not to do in the forum messages. And I'll bet his hypersensitive antismoker skin can't take it if somebody talks back to him in kind. After all, the main point of the misnamed "nonsmokers' rights" movement is the persecution, abuse, censorship, and psychological subjugation of smokers, to set up antismokers as a specially privileged class that doesn't have to follow the rules of civilized behavior. Well, I refuse to grovel and appease the way antismokers want me to. Nobody gets away with turning me into a second-class citizen.

Antismokers act like bratty elementary-school snots, playing "Let's pretend that smokers are poison." We love how they spout their ignorant opinions with self-righteous certainty. They believe everything they're told about emphysema because a lie repeated over and over becomes the truth to them. They don't mention anything about diseases associated with nonsmoking, such as Alzheimer's, and they furiously deny it anyhow.

Throughout history, there have been inquisitions, persecutions, and repressions, and every single one of them has been caused by garbage like the antismoker.

Carol Thompson
Madison, Wisconsin
71334,3541

MONITOR

A Master's Degree by Modem

Journalism, public-relations, advertising, and broadcasting professionals can now earn a master's degree on CompuServe.

The University of Memphis in Tennessee offers an online degree program in both the Journalism Forum (GO JFORUM) and the PR and Marketing Forum (GO PRSIG). Available during six-week terms that double the pace of traditional classroom learning, courses are worth three semester credit hours. Each course holds regular online meetings and seminars in which students answer rounds of questions, and includes written assignments.

"As technology advances, I expect to see electronic classrooms first supplement and later supplant brick and mortar except in the case of physical-science laboratories," forecasts Dr. E. W. Brody, University of Memphis journalism professor and coordinator of the online program. "Once we achieve interactive 'television' via computer, so faculty and students can see one another, there becomes no significant difference between the electronic and the campus classroom other than an inability to shoot spitballs or fly paper aircraft."

To apply, send an electronic-mail message to Brody at User ID number 70117,1460 and request a graduate-school catalog with an application form. Complete the form and include a \$5 nonrefundable application fee. The cost for each class is \$1,000, which includes all texts, videotaped lectures, and other materials and fees.

Complete information on the program is in the Journalism Forum's Library 10, "U of Memphis Online," and the PR and Marketing Forum's Library 0, "Introductions." Search using the keyword MEMPHIS.

On the 'Net, Even the Junk Mail's Worth Reading

The Internet is nothing less than a vast treasure trove of information. Much of the 'Net's wisdom is important and profound, but some of it is . . . well, not so important or profound.

The Internet Forum's (GO INETFORUM) Section 8, "Mailing Lists," tracks all types of mailing lists, ranging from the serious to the esoteric to the downright silly. An Internet mailing list functions much like a traditional mailing list, except that the messages are distributed via e-mail instead of through the postal service. The only users who may read or post to a mailing list are those who are added to its membership by the list maintainer.

If you're looking for a regular dose of electronic strangeness, you can't beat the material pumped out by the thousands of Internet mailing lists. Here are several of the more offbeat lists, along with their contact addresses:

Amazons International All about strong women in fiction, athletics, and other endeavors. amazons-request@math.uio.no.

Deborah Harry/Blondie Information Service Concerning the '80s singer and rock group. gunter@yarrow.wt.uwa.edu.au.

Extropians Covers "anarcho-capitalist politics," life-extension techniques, and the technological extension of human intelligence. extropians-request@extropy.org.

FORAGE-L The latest news about foraging. agro121@unlv.mt.net.

Mayberry All about *The Andy Griffith Show* and *Mayberry RFD*. amillar@bolis.sf-bay.org.

MEDFEM-L Feminism in the Middle Ages. jrondeau@oregon.uoregon.edu.

RRA-L Romance Readers Anonymous. jlanged@kentvm.bitnet.

SPUD Your direct link to potato researchers. pace@wsuvm1.bitnet.

SUPERGUY Covers comic-book and other fictional superheroes. simmons@ucflvm.bitnet.

TSSACT-L Activities of the Tunisian Scientific Society. jomaa@utkvx1.bitnet.

UFO-L UFO-related phenomena. list@psuvm.psu.edu.

UK-hockey Information about the booming sport of British ice hockey. uk-hockey-request@cee.hw.ac.uk.

VAMPYRES All about vampires in fact and fiction. wilder@guvax.bitnet.

To learn more about Internet mailing lists, visit the Internet Forum's Library 8, "Mailing Lists," and read or download the file MAILST.FAQ. For a comprehensive mailing-list directory, download the file MAILST.ZIP, available in the same library.

WORLD UPDATE

U.K.'s Guide; Deutschland Online Forum Debut

The UK What's On Guide (GO UKWO), part of basic services, provides information on entertainment and other leisure events in the United Kingdom. The guide offers a weekly update of approximately 2,500 films at 500 cinemas; 400 theater productions at 300 different venues; 150 classical-music, opera, and dance events; 200 exhibitions; and musical and other special events. It is searchable by venue name, event type, or event title and location, and it provides locations, phone numbers, performance times, prices, and brief descriptions of events.

AA Roadwatch (GO AAROADWATCH), the latest service provided on CompuServe by the UK's Automobile Association, supplies real-time traffic information for all of the United Kingdom. AA Roadwatch contains reports on road work, weather conditions, and traffic jams, and is divided into such sections as "Motorways," "Public Transport," and "Today's Roadworks." Information is supplied continuously by AA's reporters from all over the U.K. AA Roadwatch is part of basic services.



The German-language Deutschland Online Forum (GO GERLINE) offers members the chance to find information and discuss political, cultural, and economic events in Germany. Topics discussed in the message sections include religion and ethics, language and culture, politics, sports, TV, health, and traveling in Germany. There is also a section for handicapped members and information about German foreign policy.



CompuServe members in Hungary now have a new Customer Service office in Budapest. CompuServe Hungary provides local billing and support from 8:30 A.M. to 4:30 P.M. Monday through Friday. The Customer Service number is 135-6493; for Sales and Inquiry, call 212-4612.

In Search of Employees? Online Ads Are Working

While online employment advertising is a relatively new development, the approach is showing plenty of potential, particularly when it comes to finding candidates for technical jobs.

E-Span Inc. (GO ESPAN), a three-year-old online résumé database and job-hunting resource based in Indianapolis, Indiana, recently surveyed 350 of its customers and discovered that online employment advertising can be an effective tactic for organizations seeking highly qualified technical employees.

The study found that 85 percent of the respondents use E-Span to locate DP/IS candidates, while 49 percent recruit engineers and 24 percent

recruit manufacturing candidates. That's not surprising, considering that many computer professionals, engineers, and other technical experts are energetic online-service users. But employers recruiting to fill positions in such diverse fields as health care, sales and marketing, accounting and finance, banking, and education are also seeing increased success, says E-Span, which may be a sign that online services are now becoming an integral part of the American mainstream.

To access more than 1,000 current open positions, GO ESPAN, a basic service. Members can send advertising queries to CompuServe User ID number 76702,1771.

Attention: The Amiga Isn't Dead

When Amiga computer maker Commodore International Ltd. faded into history earlier this year, the members who meet in CompuServe's Amiga forums (GO AMIGA) feared the worst. But as the months pass, many in the tightly knit community are beginning to feel confident that their favorite computer does indeed have a future.

Betty Clay, a sysop in the Amiga Users Forum (GO AMIGAUSER), says most of the members are keeping a positive attitude and the majority of vendors are continuing to support their wares. "A few new products have come out, and others are under development," she notes. "Things are going

along better than one might expect under the circumstances."

Member Richard Erickson says he uses the Amiga forums to keep up to date on the latest developments affecting his computer. "Most Amiga developers seem to be waiting, like the rest of us, for the matters to be worked out in court to see who the new owner of the Amiga technology will be," he says.

Dale Larson, president of Intangible Assets Manufacturing, an Amiga software-development and consulting company based in Drexel Hill, Pennsylvania, says CompuServe has helped Amiga followers worldwide keep in touch. "Amiga users have always had strong online communities and



gotten more support online than anywhere else anyway. With the changing situation and the maturing technologies, it just makes even more sense for Amigans who aren't already connected to get connected, and perhaps for those who are connected to get better connected."

Member Ed Vishoot echoes the sentiment of many Amiga users: "For those of us who have been touched by the magic of the Amiga, we simply continue using our Amigas while we wait for the change to come."

It's a Festal Yuletide Icon and a Vending Machine

Trimming the Christmas tree is good exercise, but you probably won't trim your waistline if you use edible ornaments.

According to members of the Cook's Online Forum (GO COOKS), delicious decorations like candy canes, gingerbread men, gumdrops, chocolates, and popcorn strings will give even the most scraggly Christmas tree a full, traditional look. But they also note that the biggest challenge trimmers face is keeping the tree "loaded" throughout the holidays.

Member Hansje Kalff tried the edible-tree approach a couple of years ago, but forgot to consider the possibility of human locusts. "Before the day was over my children had helped themselves to the feet and, one day later, the heads of the gingerbread men.

Before Christmas we had to hang our glass decorations on the tree." This year, she's using non-consumable ornaments.

Forum staffer Chris Mitchell warns that four-legged moochers also pose a threat to edible

ornaments. With nine cats in the house, he and his wife have been tempted to safeguard their tree with the same type of razor wire that surrounds maximum-security prisons. Instead, they simply hang the goodies out of paw's reach and hope for the best. "Nobody's pulled the tree down in

the last 15 years," he notes. "Any year that doesn't happen is a good year."

Recipes for gingerbread and other hangable Christmas treats are available in the Cook's Online Forum's Library 5, "Desserts and Sweets."



The Future of Online ID?

The UK forums offer a solution in the online quest to lay eyes on fellow CompuServe members. UK Member Maps, complete with each forum member's brief biography, interests, and place of residence, provide personal photographs.

The Member Maps are the brainchild of sysop Steve Manners. "It is the ideal way to 'see' some of the thousands of CompuServe members located around the world and put faces to the names you see online," he says.

To create a Member Map, write a 500-character biographical statement and upload a scanned photograph. Those who don't own a scanner can mail a photograph to one of two addresses in the United Kingdom or the United States, and the sysops will scan and upload the image.

Special Windows software created by sysop Paula Payne (UKFMAP.ZIP) or Macintosh software written by sysop Rich Scorer (MACMAP.SEA) is needed to view the maps. Once the software is installed, just click on the icon. The program begins by displaying a world map and a list of member names available for viewing. Select a name, and the program displays the person's photo, brief biography, and a map with a dot indicating his or her location.

The Member Map software is stored in the UK Forum's (GO UKFORUM) Library 7, "UK Forums Users Map"; UK Computing Forum's (GO UKCOMP) Library 4, "Windows," and Library 10, "Macintosh"; UK Communications Forum's (GO UKCOMMS) Library 1, "General & Lib Info"; and UK Professionals Forum's (GO UKPROF) Library 1, "General/Utils."

Monitor

Contributors: Cathryn Conroy, John Edwards, Tracy Mygrant, Lindsay Van Gelder

Behind the Screens

with John Edwards



Take a Letter, Please

I've never much liked writing letters. This disposition may have its roots in my childhood, when I was forced to pen flowery missives to my German grandmother, thanking her for the latest birthday present or whatever.

The typical letter went something like this:

Dear Oma:
Thanks for the sweater. It looks really nice. I wear it to school every day.
Love, Johnny

Getting Back on Track

Some people never outgrow the joy of receiving a toy train as a child. Would-be railroad conductors, dispatchers, and designers carry out their fantasies with train games and simulations that let them do everything from lay track to route locomotives around washed-out bridges. Online railroad barons find supplies in the TrainNet Forum's (GO TRAINNET) Library 9, "Games/Simulations."

"You get a chance to do things you'd never really get to do any other way—control the operations of a railroad, or an individual train, even if it's simplified," says section leader Dick Knisely.

Library files include updates and cheat files for Micro-Prose's popular game Railroad Tycoon, in which players build a continent-spanning railroad empire. Simulations such as TrainSim, a Windows shareware package, are another

Short and sweet, which was just as well because Oma couldn't read English.

I know I'm not alone in my distaste for letter writing. For a while it looked as if the art were about to experience a fast and inglorious death, thanks mostly to the ubiquitous telephone. Then e-mail showed up.

Today, for better or worse, we're all letter writers. Thanks to e-mail, we're pouring our hearts and thoughts (sometimes both) into written notanda at a rate that would make Samuel Pepys cringe with awe and envy. (OK, he was a diarist, but you know what I mean.)

They say that the Victorians were big-time letter writers. I won't quibble with that. But judging by the sheer number of electronic messages that I send and receive, the top-hat-and-bustle crowd have nothing on today's e-mail fanatics. Of course, the Victorians knew how to write a killer letter:

Dear Madam:
It is with sincerest and heartfelt concern that I respond to your let-

ter of last Tuesday past. I do not agree that driving a carriage at speeds exceeding five miles per hour may lead to an excessive pooling of blood in the hands, which may result in the most serious and potentially dangerous consequences.

I hope that we may be able to continue this discussion at a future date.

Your faithful friend, in this life and beyond, Joseph.

Today:

Jill,
IMHO, you're nuts <g>.
—Joe

Of course, there's something to be said for e-mail. At least it's gotten some of us to write, which is a major step forward for a society that considers reruns of Mrs. Columbo to be high culture simply because they're shown on the Arts & Entertainment cable network. In fact, let-

ter writing is the one thing we can lord over our parents, since they weren't Victorians or e-mail users and generally sent letters only when something vitally important was at stake—like they had to ask rich Uncle Otto for money.

But as noble and high-minded as letter writing may be, it's something I'll never approach with much gusto. Which reminds me, I have to send an e-mail to my girlfriend:

Dear Judi:
Thanks for the sweater. It looks really nice. I wear it to work every day.
Love, Johnny

What do you think? It's a little short on style, but it gets the message across.

For more BTS gems by John Edwards, GO OLT-130. Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

Oh, the Tangled Mouse Pads We Weave



Show your favorite computer jock how much you care with a handcrafted holiday gift. If you're not quite up to building a new computer or writing new software, try these ideas from Crafts Forum (GO CRAFTS) member Gerry Phibbs located in the file CJOCK.THD in Library 13, "Focus: Seasonal."

Hunt around the office for discarded keyboards and make your own keyboard with a special message. Instead of the traditional QWERTY layout, be creative. How about this: "Remember I Will Always Reboot for You"? While the keyboard won't work, it will make a great wall plaque.

Whip up a batch of cookies made to look like floppy disks. Use chocolate dough rolled thin and cut into squares. Decorate them with silver icing in just the right spots.

If you're handy with a needle and thread, make a mouse coverlet or a keyboard cover complete with a personalized message.

Needlepoint a computer-chair cushion with the message "Sit Here for Computing."

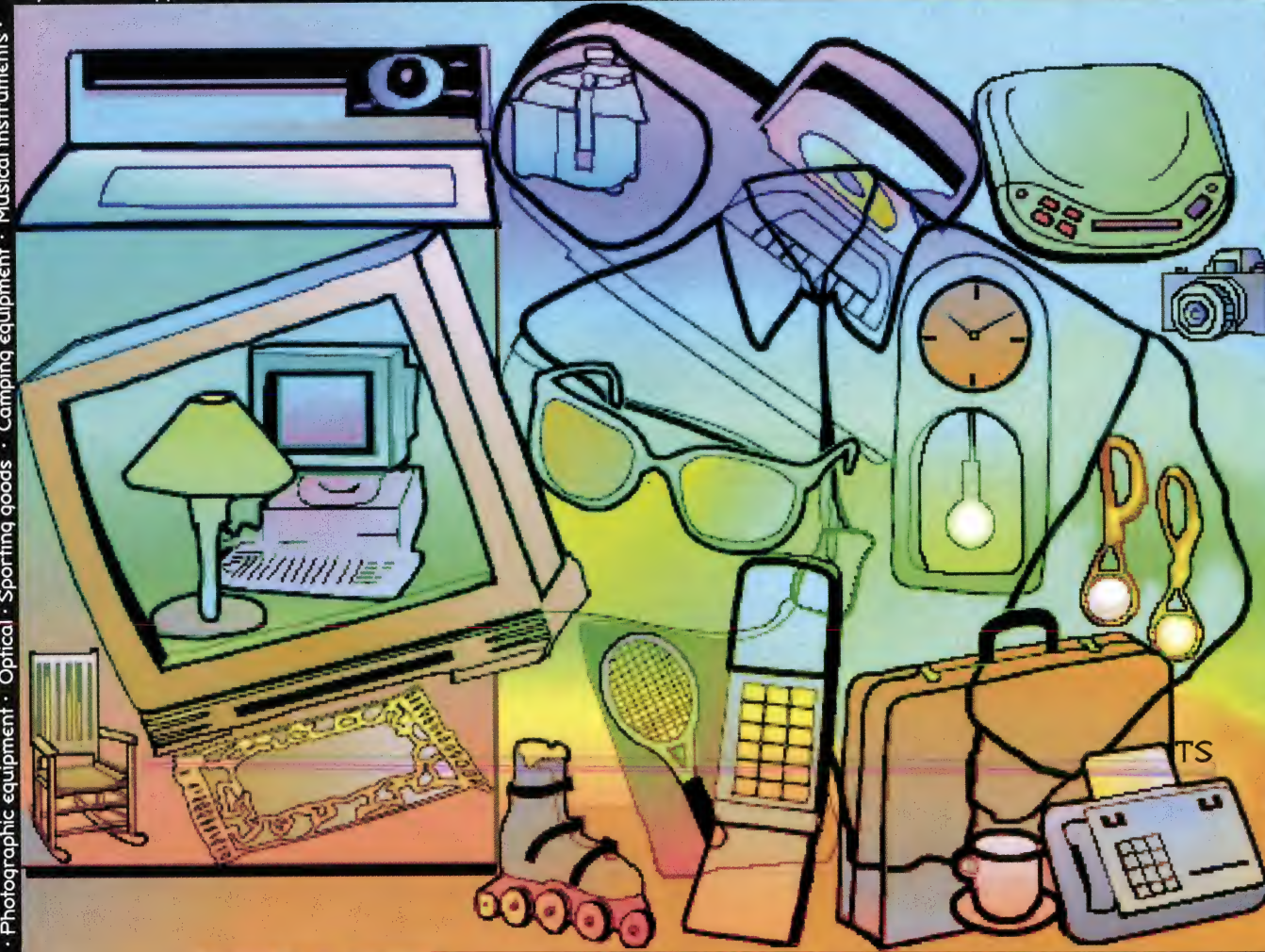
For cold winter days of computing, knit a pair of fingerless gloves with common command sequences spelled out on the back: Alt J, Pg Dn, Hit Any Key to Continue.

For more ideas and helpful hints on completing any of these projects, visit the Crafts Forum.

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** Manufacturer's Suggested Retail Prices, excluding taxes, title, licensing, and destination fees, as available through PC Carbook on July 1, 1994. Prices may vary and are subject to change without notice.

† Domestic vehicle savings are based upon factory-direct orders as of 7/1/94. Foreign vehicle savings vary by participating dealer. Your actual savings will vary depending on the model you select, optional equipment, and the dealer in your area.

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CUSA994

GO OLI for more information.

It's easy to think of the computer world as an impersonal, digital domain. The online community, however, is anything but cold and isolated, as the hundreds of stories we received from members who entered *CompuServe Magazine's* second Member Essay Contest proved.

Some essays were day-to-day recollections of online activity, while others were touchingly personal revelations. In more than one instance, members thanked CompuServe for "making me look like a genius"; for others, CompuServe helped create a college scholarship, uncover academic sources, and, in one case, name a celestial body.

Most surprising (and pleasing, we think) was the light-hearted nature of many of the stories. People aren't using CompuServe for work alone—in many cases they rely on it to improve their after-work interests and personal lives. CompuServe helped reunite Frank Boreson with a father he



never knew, while Martyn Davis used the Information Service simply to impress a new girlfriend. Such stories bring a human side to the sometimes imposing Infobahn.

We were thrilled with the response to our call, and thank every member who submitted an essay. Winning entries (14) received a \$100 usage credit and a \$25 gift certificate from an Electronic Mall merchant. This year's honorable-mention recipients (32) also received a \$25 Mall gift certificate.

Special thanks go to the Mall merchants (GO MALL) who sponsored this special feature: 800-Flowers and 800-Gift-House, Adventures in Food, Computer Express, Florida Fruit Shippers, The Gift Sender, HarperCollins Online, McGraw-Hill Bookstore, and Penny Wise Office products.

Read on for some fascinating accounts of discovery. We hope you enjoy and learn something from them.

Which Way to Planet Zappa?

by John V. Scialli, M.D.

Most people know CompuServe as a way to get information about, and to interact with, the world. I found a way to use it to create new information about another world. I spent four months of networking with people in 15 countries to have a celestial body named as a memorial to the late American composer Frank Zappa, who died in December 1993.

Americans think of Zappa as a bizarre, iconoclastic rock musician who founded the Mothers of Invention and opposed Tipper Gore, the wife of U.S. Vice President Al Gore, during U.S. Senate hearings on "porn rock." The rest of the world has recognized Zappa as an innovative composer who mastered every current compositional style. He is considered a great 20th-century classical composer. While under Communist rule, people in Eastern Europe found him to be a symbol of free speech. When secret police arrested dissidents in these countries, they would say, "We're going to beat the Zappa music out of you." Vaclav Havel, president of the Czech Republic, is a great admirer of Zappa.

Dr. Brian Marsden, director of the International Astronomical Union's Minor Planet Center, told me that, with enough support, he would propose naming a Czech-discovered asteroid after Zappa. The more endorsements he had, the more likely his committee would be to approve this official naming.

I networked electronically, using CompuServe Mail and the Internet, and posted messages in the RockNet and Music/Arts forums and on alt.fan.frank-zappa, a Usenet newsgroup. Dr. Marsden received hundreds of endorsements by e-mail and fax—he said it was the largest lobbying effort he had seen in the naming of more than 3,000 minor planets.

There was no problem getting approval for my memorial. In late July, Dr. Marsden made the announcement at the Smithsonian Astrophysical Observatory in Cambridge, Massachusetts: An asteroid, a

five-mile-long boulder orbiting between Mars and Jupiter, was now named Zappafrank. (The names were reversed for technical reasons.)

Since then, my life has changed because of the media's interest in the story. For weeks after the announcement, news stories were written and I was interviewed by major radio networks and the international press, including CNN and MTV.

Most important, the Zappa family was very grateful.

Dr. John V. Scialli, 41, is a child and adolescent psychiatrist and family therapist in Phoenix, Arizona. Scialli notes that Zappa was very interested in astronomy and had some pet theories about the nature of matter—"Stephen Hawking-type stuff," Scialli says. His CompuServe User ID number is 73614,360.



PETER MORTIMER

Music/Arts Forum
GO MUSICARTS

RockNet Forum
GO ROCKNET

Usenet Newsgroups
GO USENET



Trolling for the Truth at Dike Bridge

by Nonny de la Peña

Biz*File
GO BIZFILE
CompuServe Weather
GO WEATHER
Cooks Online Forum
GO COOKS
Phone*File
GO PHONEFILE

Last time I was here, this place had a terrible smell," explained the Lawrence Cottage caretaker as he opened the door for us on a cold April night. "I found a dead woodpecker, and I still haven't had a chance to repair the damage it did."

The fierce bird had somehow become trapped in the house and, in a desperate bid for freedom, had gouged huge chunks of wood out of the window frames before finally expiring. As the main investigative reporter working on a BBC/A&E documentary taking a new look at the 1969 Chappaquiddick incident, the scene gave me shivers. Thick, wooden splinters were in every room of the infamous house on Chappaquiddick Island where Senator Ted Kennedy had attended a party with Mary Jo Kopechne before the automobile accident that ended her life and his presidential bid. It was a tangible moment symbolizing an event locked 25 years in the past.

I was told again and again by law-enforcement officials involved in the case that they believed Mary Jo Kopechne (and not Kennedy) was driving the car when it went off the Dike bridge, killing her. They said Kennedy was actually down the road. This information flabbergasted me, but the respectability of these individuals required that those of us working on the documentary explore their theories. By the time we finished the film, we had come to believe they were right.

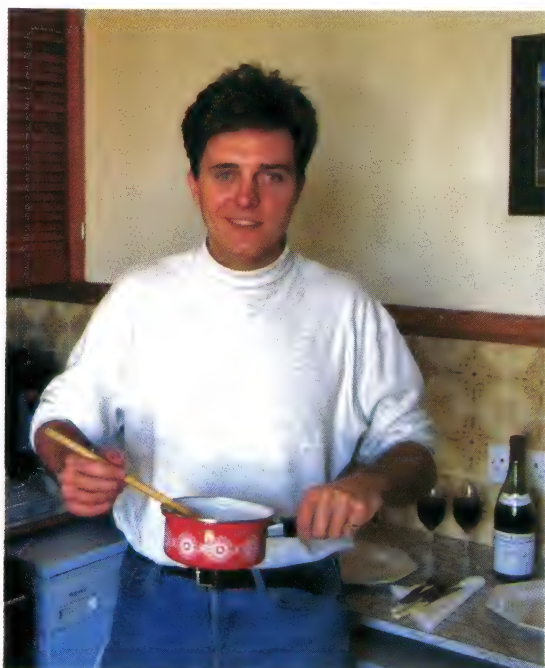
Reaching that conclusion—and dealing with the fact that many sources had died or disappeared and that access to information had been blocked by the sheer passage of years—required the use of a special

tool. I turned to CompuServe's databases; without them, the film we made would never have been as accurate, carefully reconstructed, and controversial.

Every morning I was up before the crew, mainlining into CompuServe from Martha's Vineyard, Massachusetts; Wilkes-Barre, Pennsylvania; or Washington, D.C. On shoot days I would start with the weather report before turning to systems like Phone*File or Biz*File. By tracking a name and



DAVID SESSIONS



DAVID KAMPFNER

The Accidental Gourmet

by Martyn Davis

The dinner party was set. I had invited my guests: my business partner, his new girlfriend (so new that this was their first date), and my lady (still new enough for me to want to make an impression with my culinary skills). The bottles were lined up, and the flat was cleaner than usual. I had bought a new set of dinner plates, which actually all matched.

I had also done some-

thing I had never done before: at lunchtime I went to a real butcher and bought a huge chunk of steak. It was to be a favourite of mine, Beef Wellington—tender, rare meat covered in moist pâté and mushroom paste, wrapped in a crisp yet chewy pastry shell. I'm salivating just remembering it.

Sorry. As I was saying, I got home early, put the meat on the kitchen surface, and reached for the cookery book where I remembered having seen the recipe. Then it hit me. You know how it is—time stood still while my vision tunneled down on the space where the recipe book *used* to be, before my ex-wife went away with it, the cats, and the marital strife. I panicked.

Could I remember the recipe? No.

Could I improvise? You have got to be joking.

Aha—I'll call Mother, font of all culinary knowledge!

As I reached for the phone I remembered she was on holiday. I mentally floundered like a suffocating fish on the deck. Did I have any friends who could

Finally, a Memorial for Eoin

by John Stanton

number online, and then contacting that person, I could get a lead on another important individual. It was time- and cost-effective: instead of calling long-distance information operators for numbers across the country, I found the data I needed in minutes. More than two-thirds of our sources were found through CompuServe.

Although my British brethren seemed to think I was out of my head as I peered into my screen whenever I had a chance and a phone line, by the end of filming they were believers. The point was driven home when we were researching an extremely important aspect of the story—the condition of Mary Jo Kopechne's body. We had hired the best accident-reconstruction experts in the country to determine her position in the car. The coroner who had examined her, however, had been missing for nearly 15 years. When I found him through CompuServe after weeks of trying, he asked with bemusement, "How did you find me? I've tried to stay hidden."

It was his evidence that allowed our accident-reconstruction specialist to declare, "It is my belief that Mary Jo Kopechne was not a passenger in the car," supporting our final argument that she was behind the wheel.

Nonny de la Peña, 31, is an independent filmmaker and journalist based in Los Angeles, California. Her documentary on Chappaquiddick aired last July on the BBC in the United Kingdom and the A&E network in the United States. She is also a staff writer for the U.S. television drama New York Undercover, produced by Universal Television. She says she logs on every day at Universal in search of material for the show. Her CompuServe User ID number is 73313,3053.

Two years ago my son, Eoin, died in a tragic accident. He was a brilliant student, and the high school he attended collected money from hundreds of donors for a college scholarship fund in his name. The school, however, was ill-equipped to manage such a fund, and the money was invested in a low-yield CD and forgotten.

Last spring, when Eoin would have graduated high school, it became apparent that nothing was being done with the memorial fund. I made quite a few phone calls and sent numerous letters requesting help to incorporate the fund and apply for tax-exempt status, and to organize a method of distribution to help as many children as possible. The only suggestion I received was to divide it up in large chunks, give it away all at once, and be done with it.

Having recently subscribed to CompuServe, I decided to check out the possibility that someone in its huge member base could help me put Eoin's fund to work for other bright children. Within minutes after logging on, I found the "Parents of Gifted Children" conference in the Mensa Forum and sent a message to sysop Mike Steiner, who put me in touch with Karen Cooper, Jean L. Cooper, Dr. Dorothy Bloom, and Pat Merk. They told me about the American Mensa Education and Research Foundation, which, among many other philanthropic endeavors, sponsors scholarships for gifted children. They also told me to contact the local Mensa group in my hometown of Indianapolis, as it had expressed an interest in establishing such a scholarship here.

Within days of contacting Mensa on CompuServe, I spoke about Eoin and his memorial fund at a local Mensa meeting. Our offer was enthusiastically accepted, and the Indianapolis chapter of Mensa immediately went to work on the legal aspects of setting up the fund properly. One member, a local attorney, volunteered his services pro bono, and others expressed interest in serving on the board and in fundraising. Thanks to CompuServe and all our new friends in Mensa, Eoin's fund will be there perpetually to help other gifted children achieve their dreams.

John Stanton, 41, is a writer in Indianapolis, Indiana. He expects the first Eoin Stanton Memorial Scholarship to be awarded to a student in the Indianapolis public-school system next year. Eoin was a gifted writer, says Stanton, and the scholarship will be given to the winner of an essay contest. Stanton's CompuServe User ID number is 73754,2421.

Mensa Forum
GO MENSA



RICHARD SPAHR

actually cook? The answer, of course, was no, I didn't.

Then it hit me: Clara. I walked into the bedroom and turned her on. As she warmed up, I sat and wondered. I'd never used my computer for anything useful in a real-world sense before. Finally, she revealed her prompt and I dialed CompuServe.

Expecting disappointment, I searched for culinary-related topics and was amazed to find the right recipe in the Cooks Online Forum. I printed it, grabbed the sheet, and ran back into the kitchen. I followed the recipe to the letter.

The evening went smoothly. The pièce de résistance was, of course, the Beef Wellington, which went down in history as the best we had tasted. The dinner party was a drunken success. The girlfriends didn't last, but the memories of the food and good times remain.

Martyn Davis, 29, is a computer consultant in London, England. He says his plates still match, and that he impressed his most recent girlfriend by showing her how to plan dinner parties using Microsoft Project. His CompuServe User ID number is 100143,2232.



Executive News Service
GO ENS

Music/Arts Forum
GO MUSICARTS

Newspaper Archives
GO NEWSARCHIVE

ShowBiz Forum
GO SHOWBIZ

The Musical's the Thing

by Ray Birks

It was my interest in music and Broadway that led me to the Music/Arts Forum and then the ShowBiz Forum. The ShowBiz Forum has the amazing Section 11, "Theater & Stage," and to my great surprise and pleasure there were ongoing discussions about one of Broadway's finest composers, Stephen Sondheim. Incredible! I had met only five fellow Sondheim fans face-to-face, but here were at least 10 times that number, online every week!

Where else could I find someone to discuss *Pacific Overtures*, *Company*, *Follies*, *Sweeney Todd*, *Into the Woods*, and the Pulitzer Prize-winning *Sunday in the Park With George*—at 2 A.M.? At last, I could discuss the many aspects of music by the most innovative composer for the stage.

One day, someone in Section 11 asked if I knew the fellow in Milwaukee who was serving as the American correspondent for the England-based Stephen Sondheim Society. Well, no, I didn't. I picked up the telephone and called directory assistance in Milwaukee, and was shortly on the phone with one Paul Salsini.

Paul and I talked at length about all things Sondheim and the ShowBiz Forum. He also had no idea there could be so many people talking about Stephen Sondheim in one place. A few weeks later Paul joined CompuServe and headed straight for the ShowBiz Forum.

After more discussion Paul and I decided to go into business together. We traveled back and forth between Milwaukee and Chicago, burned up the telephone lines, and corresponded via CompuServe Mail almost daily. Lo and behold, on July 5, 1994, we published issue No. 1 of *The Sondheim Review*, the first magazine dedicated to the musical theater's foremost composer and lyricist. A glossy quarterly, our first issue was jam-packed with 32 pages and included a cover photo of a scene from *Passion*, Sondheim's latest Tony Award-winning work.

Within months, using only limited promotion, we rocketed to more than 1,000 subscribers with hundreds more subscribing every month. Many of them come to us via CompuServe. At this writing we have subscribers in 44 states, the District of Columbia, Puerto Rico, and 16 foreign countries including Japan, Australia, and Brazil. The magazine is now being sold at retail locations in New York, Chicago, Milwaukee, and San Francisco, with many more locations pending. We've received coverage in *The Chicago Tribune*, *The Chicago Sun-Times*, *Variety*, *The Denver Post*, and *The Los Angeles Times*.

And we're just getting rolling. We are still using CompuServe Mail to great effect, including weekly subscription statistical reports uploaded in seconds via TAPCIS. We've had discussions with other publishers via e-mail about the challenges of producing magazines. We also contact some of our correspondents by sending e-mail via CompuServe's gateway to the Internet. We use the Executive News clipping service to watch for articles about Mr. Sondheim, and have researched CompuServe's news archives to review the full text of articles in more than 55 U.S. and U.K. newspapers that might be of interest to our readers.

Advertisers are already calling us now, and issue No. 3 is being released this month. Who knows? Articles from past issues of *The Sondheim Review* might be available online one day in places like Magazine Database Plus.

Ray Birks, 41, also works as vice president of information systems for a consulting firm in Chicago, Illinois. Sondheim, Birks reports, has been supportive of the project and has been interviewed for the publication several times. Birks's CompuServe User ID number is 71231,3002.



AVIS MANDEL/THE GOODMAN THEATRE



Commuter's Blues and Cassette-Tape News

by Ramon Abad

For seven years I spent four hours on a train every weekday, commuting to and from New York City. I learned early on to spend the time productively by reading. Each night, as the train approached my stop, I imagined how tranquil life would be with a shorter commute. Six months ago opportunity knocked, offering me a position just one half hour, by car, from my home. My train had finally come in!

Soon after the change, although I had more time to perfect my profession and to enjoy my family, I found myself less versed about the changing world. I sampled the radio, but the news was sketchy and skeptical. I began to actually miss the reading time from the old commute and realized with horror what I was contemplating—a return to the commuting life. I decided to seek a solution.

My idea built on the books-on-cassette concept, but how was I going to get another person to read aloud my selection of material? The answer was the speech-generation software included with a sound card I installed in my '486DX-33 machine.

I tried scanning printed articles and converting them to text files (to be read by Monologue, a text-to-speech utility for DOS), but my first attempts weren't successful. I spent so much time editing the articles that I was better off reading them. Still, I was encouraged because, technologically, my approach worked. For my solution to be entirely successful, I needed a reliable source of personally tailored news in ready-made text-file form.

Today, thanks to CompuServe's Executive News Service, I have all the information I require tailored to my interests. My morning routine consists of a morning log-on and perusal of personal folders. After logging off I copy the articles I want to hear into one word-processor file, set the tape controls of an attached cassette deck to record, and head off to the shower. Monologue "reads" my selected news, which is recorded onto a cassette I play in the car. Before I meet the first traffic light I'm deep into my morning brief!

One Program's Perfect Landing

by Georges Lorsche

Aviation has fascinated me since I was a kid. When I got my first PC, it was only natural that a good flight simulator was a top priority. I soon had Microsoft's FS2 and quickly mastered the basics, and even a bit more. But I sorely missed printed approach maps that would allow safe landings in any visual condition—the color-graphics adapter (CGA) of the time provided me with unfavorable conditions on virtually every flight!

This was reason enough to write a program dedicated to designing and printing realistic approach maps for use with the simulator. I called it Final Approach and distributed it to a couple of similarly addicted friends. We eventually created and exchanged new maps for everybody's benefit.

When I heard of the Flight Simulation Forum on CompuServe, I simply could not resist joining. It was a stunning experience. I had flown almost alone for so many years—now there were 500 messages scrolling by day after day. The helpful, useful, or plainly interesting hints and tips were too abundant to digest.

I uploaded Final Approach as shareware to the forum, and the download counters ran much faster than I could have expected. Users discussed the features with me and asked for even more functions, which I added in subsequent versions. Final Approach became a major part of my life. Over 4,000 downloads later, I am proud not only that users from 25 countries worldwide cared to register but that many of them seized the opportunity to design and upload approach maps from their home airports. This accounts for 850 maps (also known as plates) now available in the forum libraries, and the list grows almost daily.

What's more, a well-known publisher got a glimpse of the action in the forum and offered to release commercial versions of the program in several languages. All authors of approach maps consented to having their files included with the commercial program.

Who would have imagined these dramatic events, all due to hesitatingly filling out a membership application to CompuServe that I found in a computer magazine? Thanks to CompuServe and the worldwide community of flight-simulation enthusiasts, Final Approach is going commercial.

Is that *real* pilot's license I've been dreaming of finally fading in at the horizon?

Executive News Service
GO ENS
Flight Simulation Forum
GO FSFORUM



DPA/PHOTOREPORTERS

Ramon Abad, a 32-year-old accountant with Global Computer Supplies, lives in Brentwood, New York. His favorite downloads are Online Today and the AP Wire's Washington and world reports. And AP's "Today in History," Abad says, arms him with sporting milestones he uses in "frequent lunchtime trivia contests." His CompuServe User ID number is 74632,561.

Georges Lorsche, 36, is a teacher in Dudelange, Luxembourg. His first version of FS2 was a birthday gift from his wife in 1986. He writes a column on flight simulators for the German magazine Chip, and once rented a Lufthansa Boeing 737 simulator for an hour to compare a genuine airline simulator with the PC variety. His CompuServe User ID number is 100041,211.



Rebounding From Burnout

by Phillip A. Grohs

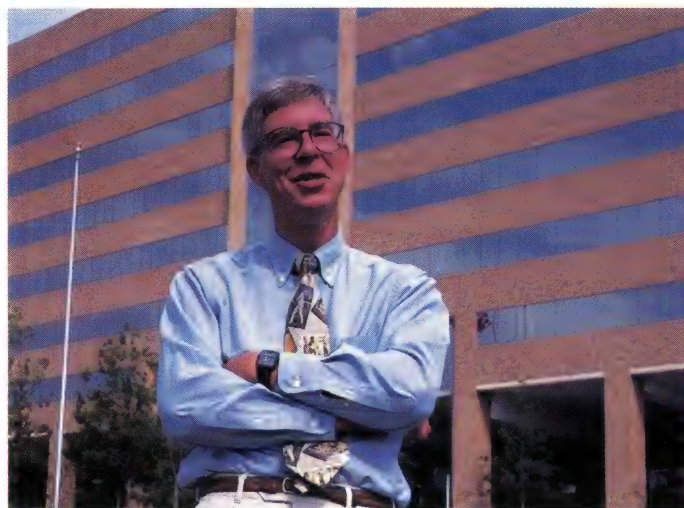
Health & Fitness Forum
GO GOODHEALTH
Travel Forum
GO TRAVSIG

After 20 years in a very lucrative and responsible position as a vice president of a local construction company, I found myself in a very strange situation. I had always been a perfectionist in the preparation of bids on building projects within North Carolina, and as a result our company won contracts for many of the largest hospital and commercial buildings in the state. But the constant deadlines, pressures, and stress of the job took their toll on me.

I sought professional help and tried stress-reduction measures, but as the pressure on the estimating department increased, the work hours became even longer and the responsibility laid on my shoulders overwhelmed me. My mental health deteriorated to the point that I suffered from several distinct disorders: manic-depression, obsessive-compulsion, and anxiety attacks. For one so strong for so many years, I was devastated. I could no longer function as a "normal" person. Almost exactly 20 years after the date I started working for my company, I resigned.

At that point, I lost my self-esteem—I felt like a stranger in a world I could not figure out. The rational process of thinking was distorted, and the words "mental illness" brought fear to me. I certainly didn't want anyone to know what I was suffering from—if I could not understand it, then I couldn't expect anyone else to. To add to the injury, I found I was hypersensitive to the medications that were supposed to assist me back to normalcy.

I used CompuServe extensively to check various databases concerning my illnesses as I tried to understand the medications that were prescribed and why they weren't working. One day I ended up in the



RONALD CARRIKER

"Mental Health" section of the Health & Fitness Forum, where I found people with the same problems I had who were open and ready to discuss their experiences and offer advice. Best of all, they offered the support I needed and a shoulder to lean on when I was in trouble.

Following many chats with my forum friends, I learned that life does not have to end with illnesses such as mine. Through CompuServe I researched other databases and was able to successfully apply for and receive Social Security disability benefits, which now will enable me to start putting my life back together. The process has been slow and, at times, painful, and the road to recovery is going to be long. But not as long as it would have been without the sysops and friends I met on CompuServe. They were a tremendous factor in saving the life of a person who thought that life had ended at the ripe old age of 44. God bless each and every one of them.

Phillip A. Grohs's CompuServe User ID number is 71342,413. He says he has often shared his experiences with Health & Fitness Forum members interested in pursuing similar mental-health-related Social Security benefits.



France on Three Downloads a Day

by Thomas P. Doughty

A lovely coincidence of accidents began with the CompuServe Travel Forum and a trip my mom wanted to make. CompuServe saved the day, but I took all the credit.

My sister and I were the designated drivers for a trip in Europe, a chance for our mom and aunt to visit places they'd always

wanted to see and were not likely to see again. They settled on the Alsace region of France.

I live in Los Angeles and the women live in Wisconsin, where I assumed they had mapped out an itinerary before we met in Frankfurt. No such luck, I discovered at the car-rental counter.

The night before leaving L.A., however, I'd logged onto CompuServe's Travel Forum for the first time. I coded for Alsace and downloaded the results to my machine. In those materials was a diary by Paul Muns describing a one-week trip he and two dozen bicyclists had taken through Alsace a year earlier. Armed with Paul's diary, I became the surefooted pathfinder, a real Leatherstocking.

I led my little troop from Mutzig to Obernai,

Some Student Assembly Required

by Jeffrey B. Kingston

I teach at an alternative high school where students attend class on a limited, individual basis, usually due to health, emotional, or geographic reasons. I developed a pilot project that allowed my ninth-grade students not only to attend class more often but also to work collaboratively from their homes.

The task? My students were to create a mock newspaper using information gleaned from William Shakespeare's play *Julius Caesar*. The hitch? Each student would be responsible for writing a section of the newspaper, and would do so from home using his or her computer, modem, and Internet account. They were to collaborate and interact with the other students through telecomputing.

All was going well until the day our branch of the information superhighway reached gridlock. We were told by our education-based Internet provider that student accounts were no longer available. The entire project was in serious doubt, and I was ready to give up.

Enter CompuServe.

I told the parents of my students that while our Internet accounts had dried up, CompuServe accounts were readily available. All that was needed was for them to become CompuServe members. Parent reaction was swift.

With CompuServe's slick Internet gateway, exchanges between students using existing Internet accounts and those using new CompuServe accounts were seamless. As time went on, the students who were using their private Internet accounts soon started switching over to CompuServe because news of the graphical user interface soon spread among the students. I think it had to do with ease of use, not to mention that many of my students enjoyed the CB Simulator for real-time conferencing. We even "held class" in real time one day on the General Band in Room 17.

The newspaper for 44 B.C. Rome went off without a hitch. At the end of the project in June, we held a pizza party at school for all of the students involved and distributed copies of the newspaper we had all worked so hard on. In many cases, this was the first time my students met face-to-face, even though they had worked with each other via several e-mail exchanges. Thank you, CompuServe, for saving the day and making our digital-newspaper project a success!

Jeffrey B. Kingston, 40, teaches at West Mall Alternative School in Atascadero, California. He is now using CompuServe to develop a financial-investment simulation for his students, in which they will research and select 10 public companies, create their own mutual funds, and track their progress. His CompuServe User ID number is 71174,1760.



PATRICK SWADENER

CB Simulator
GO CB
CompuServe Mail
GO MAIL

Ottrott to Schirmeck. Following Paul's bike route, we stopped for a meal at Château de Barembach. We introduced ourselves to the proprietress, Bente Clement, who read Paul's diary and laughingly recalled how Paul's biking crowd, sweaty after a long day, had blown the château's water pipes when 24 showers fired up simultaneously.

I explained CompuServe to her, whereupon she asked me to invite Paul to "C'mon back, *s'il vous plait*—the water's warm and running." (I've since e-mailed him.) She also told us she wants CompuServe folks, especially WWII vets, to know that Patton used her château in the closing days of World War II as 3rd Army headquarters.

She then augmented Paul's diary into a fairy-tale

itinerary for us: more wonderful villages and trails, with splendid overlooks at every turn. Between Paul's diary and Madame Clement's map, my mom and aunt shared breathtaking views of upland meadows, forested hills, and terraced vineyards, all dotted with storybook castles and monasteries. Thanks to CompuServe, it was a banner trip.

And to Madame Clement: If this is published, better doubly reinforce those pipes!

Thomas P. Doughty, 49, lives in Marina del Rey, California. He has since led his troop on another trip, this time to Berlin and Paris, and again relied on the Travel Forum for the itinerary. His CompuServe User ID number is 74157,430.



Automobile Forum
GO CARS

IQuest
GO IQUEST

Journalism Forum
GO JFORUM

Legal Forum
GO LAWSIG

BROOKS PHOTOGRAPHY



A Speedy Paper-Chase Scene

by Bret Jessee

My communications law paper completely slipped my mind.

I had been so distracted by my other classes, midterms, and an exhausting social schedule that I suddenly found myself four days from the deadline for a 15-page paper on media ethics. Those four days happened to be our fall break, and the university library would be closed. I was in a pinch and would have to wing the paper with only six hours in the stacks. I had to find another avenue for research, and CompuServe, of course, was the answer. Nowhere else could I find and retrieve information so quickly or at the wee hours required by a cram paper.

I quickly joined the Journalism Forum and began browsing Library 5, "Comment/Controversy," where I stumbled across a report from the Society of Professional Journalists examining the media's coverage of the Branch Davidians' catastrophe in Waco, Texas. It was a perfect topic and a great primary source. The forum had the complete text of the report—the university library had merely a summary.

From there it was IQuest for background and back to the university library for substantiating and opposing opinion. In one day—and the better part of the night—I had found sufficient sources to average two per page, an acceptable minimum. I was in deep outline before 4 A.M. and was ready to begin writing by the next evening.

At five in the morning the day before the paper was due, I finished the last sentence. I knew it was an "A" paper before I handed it in.

I even made it up to the Smoky Mountains in time to meet my friends for a little fishing. We averaged four beers for every fish caught, an acceptable minimum.

Bret Jessee, 23, is a senior majoring in journalism at the University of Tennessee. He got an "A+" on the paper, and says his professor's comments made him blush. His CompuServe User ID number is 73622,2144.

Driven to Reaction

by Jeffrey Groberman

Sometimes the Mounties don't always get their man.

Recently I was caught speeding in a radar trap and received a ticket that would have cost me \$100 plus three points on my driver's license. What really upset me was the fact that the Royal Canadian Mounted Police (RCMP) had set up a trap in the bushes at the base of a bridge off-ramp and nabbed commuters as they came off it. Everyone was going the same rate, but the Mounties set up an assembly line and pulled almost every car over.

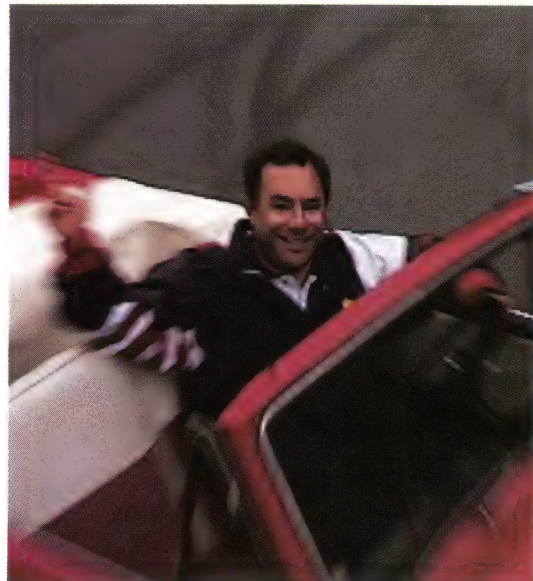
I felt this was unfair and wanted to contest the ticket, but I had no experience in court, so I turned to CompuServe.

I signed on to the Legal and Automobile forums and asked for help. I received a lot of good suggestions, but the best one was to contact the National Motorist Association, which specializes in drivers' rights.

A phone call to them brought a packet of information. I sent a registered letter to the RCMP and informed them of my intention to contest the ticket. I also politely requested a fair amount of information (as suggested by the NMA), including copies of the laser radar's certification and license, police-training logs, and maintenance logs.

Imagine my surprise when I received a letter a few days later from the RCMP informing me that they had canceled the ticket. I guess the thought of all that copying was too much work.

Jeffrey Groberman, 49, owns a television-production company in Vancouver, British Columbia. Having won usage credit with his essay, he thinks he may be the only person in the world other than a lawyer who made money from a speeding ticket. He says he's trying to confine his speeding to the information superhighway, "where speed is appreciated and rewarded and slowness is frowned upon and fined." His CompuServe User ID number is 75376,1055.



STUART MCCALL/NORTH LIGHT IMAGES, LTD.



RODNEY BOYD

In Pigskin Paradise

by Kimberly McManimie

A strange occurrence takes place in our household around the first of September. It's not school (it happens, but it's not strange); it's not that the heat starts taking a break here in Arizona (although it's definitely welcome). It's football mania. My husband and I are what you might call football fanatics.

What defines us as such? It could be the football magazines lying around our house. It could be that if a football game is on television, college or pro, we're watching. It could be the satellite dish we bought so we don't miss any games we want to see. It definitely could be the six-hour trek we make five or six times a year to see UCLA home games at the Rose Bowl.

There is nothing like the spirit and rivalries that college gridiron brings out. Saturday tailgating and the roar of the crowds bring a wonderful reprieve from the stresses of the workweek. We especially enjoy reviewing and analyzing the AP poll every week.

Imagine what a great discovery it was when we learned we could preview the AP's Top 25 college-football rankings on CompuServe *before* the weekend was over and Monday-morning quarterbacking began. Not only that, we could also read full AP coverage of games before it hit the local newspaper (where it's usually limited to one-sentence blurbs). It was a football fanatic's dream come true.

Now, every Sunday afternoon, my husband diligently dials into CompuServe and looks for the AP poll and related stories. It is always fun to try to outguess the pollsters as to where they will rank our team. Has this service on CompuServe saved the day? Probably not. It has, however, changed a small part of our lives by making our weekends of football a little more fun. And when you raise three small daughters, work full-time, and go to school, a little more fun is definitely in order for this team.

When she's not rooting for the Bruins or any team that's playing USC, Kimberly McManimie, 35, works as a manager for an aircraft-parts manufacturer in Mesa, Arizona. She can be reached at CompuServe User ID number 71604,673.

The Father I (Almost) Never Knew

by Frank P. Boreson

Most people know their biological parents. Mine are adoptive. They are great parents, but there is always the desire to know one's past.

When my children began to have their own children, I worried about medical problems that could possibly arise and harm them. I mentioned this concern to my adoptive parents and told them that I wished a medical history could accompany all adopted children.

A few days later, my adoptive mother called me and requested that my wife and I come over. She then informed me that my natural mother was a woman I knew as my aunt. I was astounded but happy. She then told me that my birth father was a man my mother had met in Venice, California. All she knew was that he had been from Sapulpa, Oklahoma, and that he was part Indian.

I searched all kinds of records for six months and was unable to find a trace of him. I thought that he might be dead. I joined CompuServe when I learned it had a Genealogy Forum and thought it might help.

I tentatively entered the forum and left a message about my problem. Several members sent me tips, and I tried them all. Finally, I was urged to try Phone*File and check the states near Oklahoma, because "those southerners never move far," I was told. I tried Arkansas, and out of about 150 people with the same last name, there was one with my father's first name.

I called and asked this man if he had been in Venice in 1941. He said yes. I gave him my mother's name and he said he remembered her. I then stated that she was my mother. There was a pause and he said, "Are you telling me that you are my son?" I told him that yes, I was.

We talked for an hour. He was happy to hear about me, and I was about him. I went from being an only child to one with two brothers and two sisters.

Since then we have spoken on several occasions, and I am going to Arkansas to visit him. He is in very bad health and not expected to live many more years. Without the help of CompuServe, I would never have located my father. It may not sound like much, but for me, it has meant a new life.

Frank P. Boreson, 52, is a dog-control officer in Forest Grove, Oregon. He and his wife visited his father for a week in August; his father died one month later. Among other things, Boreson learned his father once worked as a detective in the Los Angeles Police Department, and sold 14 of his stories to the television series Dragnet. Boreson's CompuServe User ID number is 74261,2505.



AP Online
GO APO
Genealogy Forum
GO ROOTS
Phone*File
GO PHONEFILE



CB Simulator
GO CB

Honorable Mention

The following story broke two golden rules of the Member Essay Contest: It was much too long and told a tale only loosely related to the life-changing, productivity-enhancing potential of the Information Service. Still, we found it so entertaining that we had to give it special recognition.

Where Citizens Really Band Together

by Bob Lacey

I used to pester my friends who had CB radios in their cars to let me talk when I was riding with them. I adopted the CB handle, or nickname, "Saturday Knight" on such occasions, and attempted to make friends with the alleged "good buddies" out there. More often than not, I would fail miserably.

The reason I failed was not, perish the thought, because of some personality flaw, but rather my inability to communicate in the foreign tongues being spoken on the various Tower of Babel CB channels. I mean, what's your snappy comeback to someone who says, "Ya'lls hammerin' that flicker dicker nigh' on to a pack o' wild grizzlies settin' up to have themselves a fine, old Smokey on 35, come on back?"

Excuse me?

"Yeah, oh yeah, that's a big ol' ten-four and a bunch o' numbers on the side, fer sur! Gonna get me a pancake surprise, you betcha. Catch you floppin' around the flips, Good Buddy!"

Good Buddy? Well, I hardly felt that we'd bonded. In plain truth, I hadn't the dimmest flicker of an idea what they were talking about.

I was intrigued, then, when—after getting a modem for my computer and going online with CompuServe—I found a service available to me called CB Simulator. Immediately curious, I gave it a try.

CB Simulator is exactly that. The only difference between CBing on the radio and CBing on the computer is that you type instead of talk. Well, there is one other difference—I can actually understand what's being said on the computer bands.

Upon logging onto CB Simulator, I was asked to choose a handle. Saturday Knight would ride again.

CBing in the computer age has all the trappings one might expect. From a list of the 36 available channels I was able to instantly ascertain how many users were on the air. There were 14 on Channel 34, so rather timidly I selected it, hoping to drop in and listen (look, really) to what was being said, unobserved.

Within seconds my screen lit up with messages from around the world. "Welcome Knight!," "Hello, SK," "It's Tuesday, ya' know, Saturday."

I later learned that when I entered the channel all the people on it instantly knew. I wondered what to say in reply.

Piece of cake, thought I. I'll have time to compose my answers. Why, I could sound as dumb and hip as the best of them, given time to think and without having to answer in some accent that should be

reserved for the exclusive use of President Clinton's half brothers.

"Hello there, Good Buddies. You got the Saturday Knight here, don'tcha know? Ya'll got your ears on? Come on back."

Again, an instant response from around the world. And, CB déjà vu, I hadn't a clue as to what was being said.

"ROTFL." "LOL." And, most mysterious of all, ":-)."

One response, though, was crystal clear. A user whose handle is Johan (I later learned he was in Belgium) typed, "There are no 'good buddies' here, SK. Perhaps you should say 'good knight'?"

Now what had I done? Hesitantly I typed, "You mean you actually speak real English out there?"

Again the nonsensical responses. "LOL!" "ROTFL!" And again the cryptic :-). I was a stranger in a strange land.

"I don't understand you," I lamely offered.

"There are paid helpers on Channel 2," sniffed Johan. "Perhaps you should go there and come back when you're ready."

I was crushed. Two minutes into computer CB-land and I was already an outcast, sent to the (I assumed) shamed world of the "paid helper"—leper colony for CB untouchables who have to pay people to talk to them. CBing of any kind, I was being forced to admit, just wasn't my cup of communications.

And then a strange thing happened. My computer suddenly beeped and a message popped on the screen that looked like this: "(*Julianne*) Don't let Johan pick on you, Knight. He's just feeling mean today!"

"Is he always that mean, Julianne? And what does 'lol' mean?," I typed back.

"LOL—laughing out loud. ROTFL means rolling on the floor laughing."

I'd found a friend, a guide, if you will. I learned that Julianne had initiated a procedure called a "send"—she had sent me a message that only I could read, one that was hidden from Johan and the rest. And only Julianne could see my response.

And what does :-) mean, Julianne?

"Turn your head sideways to the left, Knight. See? It's a 'happy face.' Johan was smiling at you, :-)."

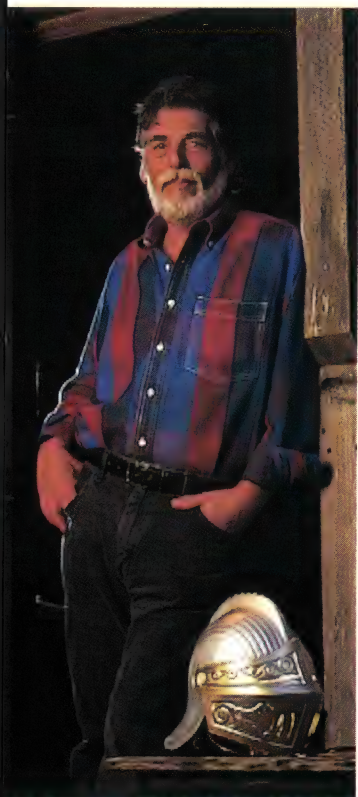
Involuntarily, I smiled back at the beaming union of colon, hyphen, and closed parenthesis on my screen. Now, *there* was something you couldn't do on the radio.

I've logged onto CB several times over the past weeks. There were a few abbreviations being used like ROTFL, but I quickly became familiar with them. Other than that, CBing on computer was pretty much like carrying on a conversation with normal people.

Johan and I became friends. He's a computer scientist in Brussels who told me he thinks Americans eat hamburgers for dinner every night. I defended the culinary honor of the country by insinuating that Belgium's contributions to the world were pretty much limited to lace and chocolates, but hey, they had their place in the scheme of things, too.

I made the mistake of telling him that I had once visited a World's Fair held in Brussels. He accused me of being incredibly old. And he didn't even :-)!

Bob Lacey, 48, lives in Half Moon Bay, California. The head of Lacey Productions, he manages a band and several comedians, and has written comely material for Jay Leno, among other entertainers. His CompuServe User ID number is 73133,3351.



CINDY CHARLES

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"The flowers arrived right on time and the arrangement was great. Thanks again."

Sincerely, D. Westwood, CompuServe member

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COMPUTING SERVICES

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MAUG Forums
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Novell NetWire Forum
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ZiffNet Free Utilities
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Network Snooze

► **Time is money, and downtime on a LAN is total chaos. Having a plan and preventive measures helps.**

As awful as Monday mornings may seem for many office-bound workers, the awfulness of Bruce Hallberg's was hard to top. "I walked into work and was immediately confronted by irate users," recalls Hallberg, in charge of a 220-user local-area network (LAN) as MIS director for his Redwood City, California, biotech firm. "The entire network was down and everyone was in a frenzy." Three hours later, the problem was traced to a loose connector at one of the workstations. Someone had moved his desk and disconnected the network cable.

The fundamental ideas behind the LAN were that users would have better access to data, and companies would cut per-user costs by having them share hardware, particularly printers, and software. But there are many thorns in a LAN's side. Complexity of network software; failure of hub, router, and LAN-card hardware; power fluctuations; acts of God; and poor design or poorer implementation all contribute to LAN downtime, the bane of network administrators and dependent users. "One of the most hurtful areas of network administration comes when the dreaded 'abend' appears on the nearest

workstation," says Daniel A. Darlington, a Minneapolis-based networking consultant. "For one reason or another, when people see that they act like they have lost an appendage."

But what's usually being lost is money. According to a 1992 Gallup poll of Fortune 1000 companies, 49 percent experienced at least one hour of downtime per week, and 4 percent have five or more hours per week. The cost estimates of downtime by these companies range from a conservative \$500 to an amazing \$10,000 per hour. Another study found that the average corporate LAN goes down 27 times a year, costing its owner nearly \$3.5 million in lost productivity and about \$600,000 in vaporized revenue.

What's the Cost?

The financial impact of downtime becomes staggering mainly because of the ill consequences for LAN-dependent workers, says Peter Kuo, lead sysop for the Novell Connectivity and Network Management forums. "The costs include [often highly sala-

Becky J. Campbell is a senior editor of Network Computing magazine and author of Don't Panic! It's Only NetWare, a guide for the "accidental" LAN administrator. Her CompuServe User ID number is 71154,626.

ried] people being nonproductive, resulting in overtime; loss of business because orders cannot be taken or shipped; depending on the type of crash, bringing in a consultant and hardware replacement; and the loss of goodwill with customers."

Darlington recalls a client with four workers and a manager on a network that lost its server after a transformer in the building blew. "The network was restored some nine and a half hours later, but we spent five hours over three days tracking down all the little glitches this caused," he says. The incident cost the company 70 manpower hours, and one customer went to a competitor for some immediate work. "My client estimates she lost over \$9,000 in revenue, not to mention the wear and tear on her employees."

There are other serious consequences as well, depending on the business the LAN services, notes Edward G. Keck, owner of the consulting firm EGK Systems in Pasadena, California. "For a medical transcription service, the loss of access to the PC LAN means the inability to transcribe patient records, and delays to a surgical operation that might mean life or death." For small businesses using computer-based accounting, the inability to close a month and prepare time-critical payroll reports means "possible fines for corporate officers," he adds.

Each organization has to make its own determination as to how much downtime it can tolerate. Some believe "mission critical" is an overused term when referring to a business's ability to withstand the loss of a networked application, says Kuo. "I have yet to see a so-called mission-critical LAN that cannot be down for 10 or 15 minutes."

And though the term originally referred only to transaction-based LANs, such as systems storing banking records, others feel that *any* downtime on machines that are relied upon to be "up" is critical time. Cole Cooper, a regional network administrator for the Canadian Stentor Resource Centre, says that's the case for any information-based company such as his. "LAN downtime basically closes down our 'factory floor.' In that sense everything is mission-critical, since downtime means a lot of highly paid specialists will be standing around waiting for communications to come back up." Though Stentor's users can still work locally on stand-alone Microsoft Office software, they lose the ability to print or send e-mail to others on different campuses, "the basis for the group work that our people do," he says.

Planning for Disaster

Proactive measures are widely considered important to avoiding downtime. A good start is a disaster-recovery plan, taking into account such contingencies as fire, theft, natu-

ral disasters common to the area, and unthinking or disgruntled workers. "Remember that the disaster that can eliminate a LAN is not the building burning down or the explosion in the boiler room," cautions Terry Lewis, a Novell LAN systems integrator and chairperson of the Toronto Gupta Users Group, "but most likely the coffee spilt on the server or the cigarette that sets off the sprinklers."

Numerous books have been written on the subject that can help map a strategy and offer checklists. "One needs to identify the areas of business that need to be recovered first, and identify a time frame for which service can be unavailable," says Kuo. "For example, how long can your order desk be without a LAN?"

Network managers, usually in conjunction with management, should formulate such a plan, reviewing the cost of hardware and software needed to meet each contingency, carefully weighing each against the cost of potential downtime and possible data loss. According to Ron Colvin, a senior network engineer with SSDS Inc. in Huntsville, Alabama, who has installed and managed LANs of various sizes across the U.S., the two major components of a recovery plan that would solve 90 percent of LAN downtime disasters are having power backups and surge suppressors installed, and making consistent data backups with copies stored off-site. "Once you go past these two, the increasing amount of money to be spent produces only marginal increases in recovery possibilities," he says.

Disaster plans should also contain suggestions on how managers and staffers should proceed, says Ilya Pekshev, senior telecommunications manager for the East-West Investment Bank's head office in Moscow. In the case of a power outage, the bank's employees know who gets first crack at computers running on emergency power and the most important functions to continue, such as entering data, checking and authorizing payments, and printing—in effect, the mission criticality of their LAN usage. "Plans should define each step in this or that situation, helping you not spend time on useless discussions or have people standing around asking, 'What do I do now?,' " he says.

Good From the Ground Up

Proper design is probably one of the most important aspects to avoiding or minimizing downtime in the first place. Consultant and manager for the 200-user LAN of American Tape Co.'s MIS office in Marysville, Michigan, LAN Magazine Forum member Michael Cody states it succinctly: "All the technological doodads in the world won't help you if you don't build a solid infrastructure to put your network on." Using proven technologies

(those that can be found in thousands of LAN setups—such as 10BaseT hubs, 4mm DAT backups, ThinNet backbones, and Fax-Servers—or have brand names that will be recognized by tech-support operations) and other good-quality hardware is crucial. Information on reliability of hardware can be gleaned by asking questions in the forum. "You can get good recommendations from folks who have installed and used the equipment," Cody says.

"Doodads" such as shared modem servers and other products may save money in the short run, but only add possible points of failure. "Unless you have the technical expertise to install and maintain them, they're more trouble than they're worth," Cody says.

He also admonishes network administrators to remember the acronym KISS: Keep It Simple, Stupid! Continuous uptime requires avoiding the tendency to "get fancy." "I've seen a single-server LAN with backup, fax, modem sharing, print sharing, AS400 gateway, and SNMP management running on the same machine . . . They called me in to explore why it was crashing so often," Cody says. "PCs are cheap, even the good ones, so use dedicated application and file servers for each function. It'll save you a ton of headaches."

One major cause of network downtime is the incorrect installation, maintenance, or modification of a LAN's cabling, says Novell NetWire Forum sypop Don Crawford, owner of GCP Consulting in Phoenix, Arizona, where he has 25 years of data-processing and management experience. Failure to use the correct type or grade of cable or parts, the improper installation of connectors, careless users, routing cable too near sources of electrical noise, and failure to observe distance limitations—how far your wire can be run between the concentrator and workstation—are all invitations to disaster. "It's often easy to make the cable too long and just *hope* that the things will communicate," Crawford says. "The rotten part is that they might, until you do something somewhere else and then the whole thing comes down around your ears."

Testing LAN cabling can help spot possible trouble spots, especially after a new installation. "Normally you would require the contractor to test each cable and produce documentation of the results," Colvin says. To locate these spots as well as degradation in older cabling caused by corrosion and mechanical stress, a good cable scanner with full Time Domain Reflectometer (TDR) capability such as those made by Microtest, Fluke, or WaveTek "should be a part of all net-administration toolboxes," he adds.

Uninterruptible power supplies (UPSs) and surge protectors are two more standard pieces of equipment, protecting networks

against power blips or outages caused by lightning or power-company grid work. Such power breaks can cause calamitous computer lockups, disk-head crashes, reboots, and the loss of files. Roy Roper, a MAUG sysop and manager of 10 LANs for the University of Illinois's School of Life Sciences in Urbana, suggests putting UPSs on all servers, all computers, and any network equipment that needs to stay up during power glitches. "We keep UPS units on all routers and concentrators in our closets. While most can recover from power outages, we find it's best if they experience little if any disruption," says Roper. "We're most interested in guarding against the two-second blip that equates to five hours of server reconstruction, rebuilds, and such."

UPSs can't help much during longer outages, in Roper's case much more than 20 minutes, except in gracefully turning equipment off. "If your campus LAN is going to be in a significant power-problem state, the only rational solution is to systematically power everything down and wait," he says.

Store Everything

The best insurance against a downtime incident turning into a drawn-out disaster is the making of proper backups, usually to removable-media tapes—DAT is an increasingly popular format—or writable optical disk drives. Peter Evans, a LAN consultant for small-network clients in Cyprus, Greece, recommends "daily incremental and weekly complete backups, with the weekly backup being run twice." According to Kuo, backups should store all changed files, back them up "as is"—files compressed on a volume should be backed up compressed—and preserve all file attributes, file and directory trustee assignments, and volume space restrictions. A list of files backed up, directory path, and size should also be recorded. "If a file is opened during backup, it should be retried at a later time," says Kuo. Should subsequent attempts to back the file up be unsuccessful, "it should be clearly logged that the file was not backed up."

Good procedure also involves ensuring that the backup tapes are rotated regularly and periodically checked for integrity. Magnetic media not only wear out with reuse but have a limited shelf life, which varies according to the type of tape and rotation scheme, often included in the manufacturer's specifications. "Tape-rotation plans must include a mechanism to retire used tapes," says Keck, noting that many plans use 10 tapes rotated daily, with the last tape of the week stored off-site and the last tape of the month stored in a safety-deposit box.

Though an uncommon practice because of time limitations, network managers should

also practice restoring a few files or a directory from tapes at regular intervals. These spot checks, says Kuo, "ensure the integrity of the tapes and files and verify that the backup did indeed back up" and that the tapes can be read and data found at the critical moment.

Where backups are kept is nearly as important as the fact that they're made in the first place. Cooper's 8mm DAT tapes are "changed daily and stored in a fireproof safe. There are five sets of tapes for Monday through Friday, and one set made on the first of each month that is stored off-site."

COMPUTING SERVICES

"LAN downtime basically closes down our 'factory floor.' In that sense everything is mission-critical, since downtime means a lot of highly paid specialists will be standing around waiting for communications to come back up."

Mirroring, Duplexing, and RAID

One idea that has taken hold in the LAN world is the concept of "fault tolerance," in which the impact of the inevitable downing of a network is greatly lessened because the parts of a LAN—disk controllers, drives, motherboards, power supplies, etc.—are replaced either by an alternative component (as in a UPS kicking on during a power blip) or by a "redundant" component, a duplicate running in parallel that quickly takes over.

If a file-server disk drive or disk controller is the point of failure, many administrators don't need their tape backups yet, because they employ redundant disk mirroring or duplexing to guard against such failures. Disk mirroring employs two identical disk drives on one controller. The network operating system transparently handles writing the data to both disks so that all data is mirrored.

Disk duplexing is similar, except each disk resides on its own disk controller. If either disk in a mirroring or duplexing scheme fails, the other takes over automatically. Says Robin Maffeo of Canada's ProLogic Computer Corp., who has worked with LANs for six years, "Disk mirroring and duplexing are useful, since they provide immediate recovery. Cost is an issue, but nothing beats them for ease of use and speed."

Both disk mirroring and duplexing fall into the lowest category of the Redundant Array of Inexpensive Disks (RAID) storage technology, Level 1. RAID 5, most commonly used for LANs that host heavy transactions and need additional protection against data loss, consists of disk arrays of four or more physical disks in one cabinet. About three-quarters of each disk is used for data storage, with the remainder of the disk space allocated to parity, or a type of check against data errors. "RAID has not been the downtime preventer it was thought to be—so far, anyway," says Colvin. "Its main help has been in the data throughput for large client-server databases or file servers with large disks."

Novell's SFT (System Fault Tolerance) III, available in NetWare 3.11 and promised for NetWare 4.X, seems the ultimate in mirroring. The entire file server is mirrored on two identical file servers linked by high-speed fiber optics, so if any or all of the components of one server fail, the other server takes on the entire burden of running the network with no interruption to the users. The server that failed can then be repaired and brought back online in due time. Though expensive from the standpoint of server licensing, says Crawford, SFT III is "for those who truly require that the network not go down."

Not all companies can afford dedicated duplicate servers, so they buy a computer that is a duplicate of the file server, or one that has adequate processing power and disk space, for use as a workstation. If the file server fails, the disk drives and controllers from the server can be swapped with the ones in the backup machine.

Paul Nicolette, at the New Jersey Department of Environmental Protection, discovered that the expansion slots in his LAN's three Everex Megacube servers were filling up as the network grew. "We realized that it would be tough to put in two SCSI host adapters, seven NICs, and another card into any machine that we could readily borrow in an emergency," he says. A fourth Megacube was bought with enough RAM to do bank swapping into one of the servers if needed, and this "hot spare" is used daily by one of the network support staffers as a work machine. If and when something goes wrong, adds Nicolette, "nearly 250 users will be glad

10 Ways to Ward Off Downtime

we can be back up in a couple of hours, even after a system-board or power-supply failure. Having external disk drives makes the swap easier."

Outsourcing Service

There are alternatives to duplicating servers or keeping a large spare-parts inventory in stock. Some network administrators, overburdened by the needs of expansion, training, and regular maintenance, or dealing with staff reductions and constrained budgets, work with their vendors or "outsource" LAN service to certain contracted providers. NetWire Forum member John Opincar does just that. "Although we have not been struck by a catastrophe, we do have a disaster-recovery plan. Working with our hardware supplier, we developed a plan to have minimal functionality within 24 hours and complete functionality within three days." The vendor would supply the necessary hardware parts that would enable Opincar to get his 50-user NetWare network, which hosts several real-time applications running 24 hours a day, up and running.

But Vincent Bentley, another NetWire Forum member, cautions that you can't always rely on outside support. Rule 6, from his 10 golden rules to minimize downtime (see sidebar), states: "Expect your third-party support company to violate its service-level agreement." He urges administrators to set up their own service contingency so that legal action can be pursued once they've remedied the situation themselves.

Why? Bentley has had experience with vendors that promise more than they can deliver: LAN "specialists" who cannot build a NetWare server, conflicting advice from different support personnel in the same day, parts not returned once fixed, guaranteed response times being exceeded or ignored, and excuses for inadequate training such as "Your configuration is not typical and is therefore outside the terms of our contract." Out-of-date knowledge seems common, he says. "I still can't believe how many LAN specialists are unaware that Novell withdrew support of the monolithic IPX in 1991."

A good way to test the quality of any mission-critical component, says Keck, is to test the promptness of its technical support—call its manufacturer. "If you have to wait days for an answer, you might have days of downtime in the future," he says.

Monitoring Your LAN

Knowing what a LAN "looks" like when it's running properly means you'll catch on to abnormal conditions more quickly. The proper tools, such as big networking-management packages (SunNet Manager, HP OpenView, Cabletron Spectrum) and smaller LAN diagnostic utilities and "snoop-

How can LAN administrators deal with inevitable network emergencies? "Be prepared!" says Vincent M. Bentley, a consultant for Objects Limited in the United Kingdom with five years of NetWare installation and support in a variety of industries under his belt, as well as inter-operability experience with systems such as AS/400, IBM 3270, VAX, Ultrix, and MS LAN Server. Here he offers his 10 golden rules for minimizing LAN downtime.

1 Expect every component of the LAN to fail at some time. To minimize failure rate, he suggests that network managers ensure that there is sufficient redundancy of equipment to cope with a failure. "Keep spare parts in stock—cables, adapters, hubs, etc.—and test spares regularly."

2 Expect someone to interfere with the equipment, causing some sort of failure. Bentley advises anticipating points of possible interference and heading them off, such as: an electrician switching off power (Place a large warning sign near your power isolator: "Ring me first before..."); office staff moving desks (Make it a disciplinary offense to unplug any cable); theft of equipment (Keep servers, gateways, hubs, and modems locked up); or users deleting whole directory trees because they were given excessive rights (Start users with minimum rights, keeping their power to cause harm inadvertently at a minimum. Under NetWare, Bentley suggests, "use inherited rights properly—take away all rights first, then give back rights selectively using trustee rights to groups").

3 Load balance and risk balance to minimize a single point of failure, and spread the load and the risk. Bentley recommends you "split departments between networks and between hubs. Provide fallback 'higher-cost routes' when using routers."

4 Back up servers (and gateways if required) every night. Test the backups periodically.

5 Expect the person you need to fix the problem to be home sick or on holiday. Reliance on one person can be a weak point. "People, as well as equipment, need backup. Never have a 'key man.'"

6 Expect your third-party support company to violate its service-level agreement. Bentley has seen vendors fall through on their promises. "Set up your own contingency," he says. "If you fix it yourself, you can take them to court later, but if it doesn't get fixed you may be out of business."

7 Document everything in layman's terms. Write in a style that can be understood by the lowest-grade techie in your company. Even if administrators utilize electronic tools for documentation, he advises periodic printouts and adds, "Keep it up to date."

8 Keep network valuables in a safe. These include the supervisor's password, end-of-week backup tapes, installation disks, software licenses, or proofs of purchase. When the primary administrator is on holiday or out sick, Bentley suggests that those who need critical information have proper access to it.

9 Use and develop standards. Some companies spread their support staff thin by supporting too many different configurations, thereby stretching resources to the limit. Says Bentley, "Have a single or restricted range of workstation configurations. Enable PCs to be configured from a boot disk that copies a standard configuration from a server to the PC's hard disk." Test standards thoroughly before distributing to users, and refine them when new applications are required. "Keep a dedicated test machine for each standard in distribution, or at least a machine that can be configured to each of the standards at will."

10 Practice disasters. Companies that test their disaster-recovery plans may find some holes in the plan at a time when it's not critical. "Deliberately create problems during scheduled 'out-of-use days'—normally weekends—to learn how to recognize problems from their symptoms," says Bentley. "Develop troubleshooting guides indexed by symptom and test your support staff on their diagnosis and resolution skills."

—BJC

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ers" (such as Frye Utilities and LANalyzer), can catch potential problems, alleviating disaster. Management programs, says Maffeo, can let you set alerts or logging options. "You may want to know how many packets per second are being sent over the wire, or what percent utilization you have." Excessive utilization can alert an administrator or log statistics to a file for later viewing.

Snoopers aren't as feature-rich, but excel at capturing and decoding LAN packets. "More intelligent snoopers actually strip away packet headers and display them in a more intuitive fashion, putting them in categories so you can easily distinguish between an IPX packet and a TCP/IP transmission," says ProLogic's Maffeo.

John Opincar suggests that network administrators stock their tool kit with NEWS (NetWare Early Warning System). "It is an unbelievable piece of software that has saved us untold grief. This program constantly monitors the status of the server and will page me whenever anything is amiss. This is a must for any network."

John Cochran, who runs a Novell NetWare 3.11 network for a federal agency, looks to CompuServe for a variety of tools and additions to the programs he runs on his network. "Lotus's cc:Mail is the original LAN application we ran and is still the one that affects the most users every day. I get most of my cc:Mail support through the Lotus Communications Forum," he says. Cochran has also made his mail-router environment more robust through utilities available in many forums, including the Novell Users Forum, the IBM Systems/Utilities Forum, and the ZiffNet Free Utilities Forum. "Currently we are using some of the PC Magazine utilities in batch files to do such things as kick off certain maintenance activities on Sunday but not on other days, and software that traps network errors and reboots the router PC rather than just letting it lock up."

Evans utilizes LANWatch ("good for monitoring general network performance") and LANalyzer, which with a special hardware card can intercept any frame on his network and permit the examination of a packet's contents for protocol problems, making it a "very powerful tool." The newer software-only LANalyzer for Windows isn't as powerful, but "it's particularly useful when more than one protocol is carried on the wire."

Users and Managers

Users, of course, can also accidentally wreak havoc on a network, especially if they don't understand the difference between a local, stand-alone PC function and a networked PC function. As Hallberg points out, they can do damage besides unplugging the wrong cable. "Erasing their own files or

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directories and turning off or rebooting their PCs at a critical point in a program, causing the data to be corrupted, are just a couple of things my users have done that have caused problems." He adds that "training users can help alleviate frequent occurrences, but it won't stop problems completely."

Running multiplayer games such as Doom will not help LAN operations either, says Lawrence Sobkowich, who works on a Connecticut bank's client-server-based LAN. Such games chew up system resources for others doing "real work." He discovered an early version of Doom, 1.1, on his LAN sending data at the "astronomical" rate of 240K per second, which slowed up response time from servers, caused characters in networked applications such as Microsoft Word to be dropped, and eventually brought on a server crash. Sobkowich also cautions users to not back up their local machines to the network or perform massive file transfers during the day, and to report a problem right away. "Don't wait for it to go away," he says.

Chris Nicoll, a senior systems engineer


COMPUTING SERVICES

for a company that manufactures integrated communications equipment, advises LAN users to realize that they do not own the PC or workstation in front of them and therefore shouldn't load unauthorized programs, at-

tempt to alter system configurations, or, as in the case of his co-worker, hog storage space by archiving hundreds of e-mail messages. "They need to police their own system so that their directories on the shared servers are clean and contain only needed files. Do regular backups so outages have a minimal effect."

LAN managers, says Kuo, should occasionally run "fire drills" that test everyone's responses to an emergency situation to see if the LAN's disaster plan works well. They should also keep security in mind, with one eye trained on "experienced" users who may intentionally harm the network, says Cooper. He points to "someone who has a basic understanding of how an administration terminal is accessed and functions, just enough to be dangerous." One of his servers was constantly being brought down by an in-house hacker who delighted in "beating" the system

passwords, as well as using the administrative terminal to check the status of his print jobs. Left open, others could peck at the terminal, shutting down automatic backups or the server itself. "I solved the problem by moving the server to a secure room, locking it up, and not allowing the hacker to play on the system," says Cooper.

And administrators would do well to increase contact with their more benevolent users, Nicoll adds, such as encouraging them to relay strange system behavior, helping them understand the power of the network, answering questions, and being honest and open when a downtime event occurs. Analogous to leaving a car for service and not being given information on what's wrong, an estimate, or pickup date, LAN users "go crazy" when they're kept in the dark about something they use every day and take for granted. "Tell everyone why a problem occurred, what would have prevented it, and what was done to fix it," Nicoll says. 

See "LANscaping Tools," page 32.

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TECHNOLOGY UPDATE

900 MHz breakthrough!

New technology launches wireless speaker revolution...

Recoton develops breakthrough technology which transmits stereo sound through walls, ceilings and floors up to 150 feet.

By Charles Anton

If you had to name just one new product "the most innovative of the year," what would you choose? Well, at the recent *International Consumer Electronics Show*, critics gave Recoton's new wireless stereo speaker system the *Design and Engineering Award* for being the "most innovative and outstanding new product."

Recoton was able to introduce this whole new generation of powerful wireless speakers due to the advent of 900 MHz technology. This newly approved breakthrough enables Recoton's wireless speakers to rival the sound of expensive wired speakers.

Recently approved technology. In June of 1989, the *Federal Communications Commission* allocated a band of radio frequencies stretching from 902 to 928 MHz for wireless, in-home product applications. Recoton, one of the world's leading wireless speaker manufacturers, took advantage of the FCC ruling by creating and introducing a new speaker system that utilizes the recently approved frequency band to transmit clearer, stronger stereo signals throughout your home.



Crisp sound throughout your home.

Just imagine being able to listen to your stereo, TV, VCR or CD player in any room of your home without having to run miles of speaker wire. Plus, you'll never have to worry about range because the new 900 MHz technology allows

stereo signals to travel over distances of 150 feet or more through walls, ceilings and floors without losing sound quality.

One transmitter, unlimited receivers. The powerful transmitter plugs into a headphone, audio-out or tape-out jack on your stereo or TV component, transmitting music wirelessly to your speakers or headphones. The speakers plug into an outlet. The one transmitter can broadcast to an unlimited number of stereo speakers and headphones. And since each speaker contains its own built-in receiver/amplifier, there are no wires running from the stereo to the speakers.

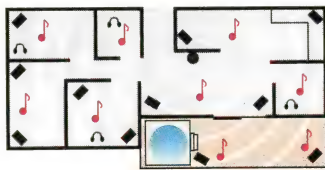
Full dynamic range.

The speaker, mounted in a bookshelf-sized acoustically constructed cabinet, provides a two-way bass reflex design for individual bass boost control. Full dynamic range is achieved by the use of a 2" tweeter and 4" woofer. Plus, automatic digital lock-in

150 foot range through walls!

Recoton gives you the freedom to listen to music wherever you want. Your music is no longer limited to the room your stereo is in. With the wireless headphones you can listen to your TV, stereo or CD player while you move freely between rooms, exercise or do other activities. And unlike infrared headphones, you don't have to be in a line-of-sight with the transmitter, giving you a full 150 foot range.

The headphones and speakers have their own built-in receiver, so no wires are needed between you and your stereo. One transmitter operates an unlimited number of speakers and headphones.



Recoton's transmitter sends music through walls to wireless speakers over a 75,000 square foot area.



Breakthrough wireless speaker design blankets your home with music.



These wireless stereo headphones have a built-in receiver.

tuning guarantees optimum reception and eliminates drift. The new technology provides static-free, interference-free sound in virtually any environment. These speakers are also self-amplified; they can't be blown out no matter what your stereo's wattage.

Stereo or hi-fi, you decide. These speakers have the option of either stereo or hi-fi sound. You can use two speakers, one set on right channel and the other on left, for full stereo separation. Or, if you just want an extra speaker in another room, set it on mono and listen to both channels on one speaker. Mono combines both left and right channels for hi-fi sound. This option lets you put a pair of speakers in the den and get full stereo separation or put one speaker in the kitchen and get complete hi-fi sound.

Factory direct savings. Our commitment to quality and factory direct pricing allows us to sell more wireless speakers than anyone! For this reason, you can get these speakers far below retail with our 90 day "Dare to Compare" money-back guarantee and full one year manufacturer's warranty. For a limited time, the Recoton transmitter is only \$69. It will operate an unlimited number of wireless speakers priced at \$89 and wireless headphones at \$59 each. Your order will be processed in 72 hours and shipped UPS.

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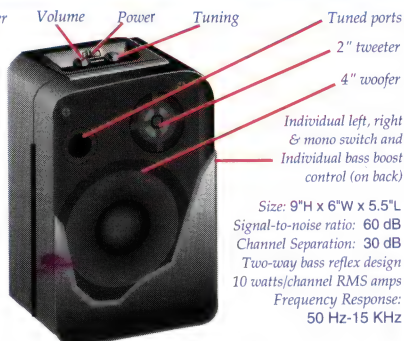
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Frequency Response: 50 Hz-15 KHz

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Recoton's Design and Engineering Award



GO OLI for more information.

LANscaping Tools: Network Shareware and Other Files

CompuServe forums are a rich resource of utilities, applications, and informative text that help maintain and automate local-area network operations. For an overview of LAN-related forums, GO LAN.

ARTISOFT FORUM (GO ARTISOFT)

FUpdate

DOS utility that automates the process of keeping key files such as network drivers and workstation files updated to current versions across a LAN. Demo version. Library 4, "Shareware Programs," FUEM.EXE (17,225 bytes).

CABLETRON SYSTEMS FORUM (GO CTRONFORUM)

LAN FAQ

From the Internet discussion group regarding big LANs, a list of common questions and answers about creating and maintaining campus-size networks. Library 1, "General Information," LANQUE.TXT (63,676 bytes).

COS NETWORK SOLUTIONS FORUM (GO IBM COS)

IBM Support User's Guide

IBM Support Center User's Guide. Assists customers in understanding IBM's support structure for personal systems software products. Library 1, "General Information," 800INF.ZIP (147,712 bytes).

File-Server Benchmark

The IBM file-server applications benchmarking tool. Produces detailed reports on server performance. Library 7, "Server Performance," CLARE.ZIP (935,680 bytes).

IBM COMMUNICATIONS FORUM (GO IBM COM)

Disk Police

Lets you manage disk space on a shared NetWare file server, finding "disk hogs," setting space limits on each user, and notifying upon limit violation. Library 11, "Local Area Nets," DP14.ZIP (25,802 bytes).

IBM HARDWARE FORUM (GO IBM HW)

WatchDisk

A simple utility that tracks disk space on a network, computing total size of sub-directories and storing the values for later comparison. Sorting, printing, and batch usage capabilities included. Library 1, "Disk/Disk Utils," WATCHD.ZIP (39,317 bytes).

Locate

A fast, flexible DOS and NetWare network file finder and maintenance tool. Search by text within file, NetWare file owner, date, time, attributes, and more. Library 1, LOC200.ZIP (97,635 bytes).

IBM LMU/2 FORUM (GO LMUFORUM)

LMU NetWare/Windows Update

"Fix" packages to eliminate the "Black Screen of Death," in which the workstation hangs with a blinking cursor in the upper left-hand corner of the monitor. Library 6, "LMU Updates," NOVWIN.ZIP (1,221,936 bytes).

IBM NETVIEW FAMILY FORUM (GO NETVIEW)

NetView for Windows Demo

Demo of IBM's software for managing in the Windows environment. Library 3, "Demos," NVWIN.ZIP (1,025,496 bytes).

IBM PC SERVER FORUM (GO IBMSVR)

LAN Server Tune-Up

Assists LAN administrators in tuning LAN server environments for optimized performance. Library 1, "General Information," TUNEUP.ZIP (128,849 bytes).

IBM SYSTEMS/UTILITIES FORUM (GO IBMSYS)

Pathman

Simplifies management of the DOS search path. Add and move directories, extend a path beyond the 127-byte limit, maintain multiple paths on DOS, Novell, and DEC Pathworks. Library 1, "DOS Utilities," PTHMAN.ZIP (29,157 bytes).

NetShield

A NetWare loadable module providing both real-time and periodic scanning of servers for computer viruses. Library 3, "General Utils," NSHLD4.ZIP (NetWare 4.x version, 182,421 bytes) or NSHLD3.ZIP (NetWare 3.x version, 183,618 bytes).

CronJr

Based on the UNIX automation program, a scheduler for LAN administrators for running programs (backups, purges, reports, etc.) at specific times. Customizable screen saver and Windows PIF and icon files included. Library 3, CRON.ZIP (65,412 bytes).

LAN MAGAZINE FORUM (GO LANMAG)

High-Speed Nets

Two files: a collection of messages from a late-1993 forum guest appearance by players in the "fast Ethernet" market, and five 1993 articles from *LAN Magazine* about high-speed networking. Library 4, "Guests & Interviews," FAST.ZIP (34,525 bytes); Library 3, "Features," HIGH.ZIP (25,008 bytes).

More LAN Info

Two of the forum's most popular files: a glossary of LAN networking terms (ASCII and WordPerfect 5.1/5.2 versions) and a treatise dispelling wild myths about computer viruses and providing ideas on guarding LANs from them. Library 9, "LAN Basics," GLOSS.ZIP (50,664 bytes) and MYTHS.ZIP (35,332 bytes).

NetWare Discussion

Archived forum thread on reasons Novell's LAN software version 4.01 was chosen as Product of the Year by *LAN Magazine*. Library 10, "Thread Archives," NWV401.MSG (20,741 bytes).

LAN Perceptions

An archived message thread that answered the question "How do you cope with maintaining a LAN and still sleep at night?" Library 10, PERCEPTHD (20,171 bytes).

LAN VENDOR FORUM (GO LANVEN)

Modem Assist Plus

Thirty-day demo of a software solution for creating inbound/outbound asynchronous-communications servers on a NetBIOS or IPX network. Library 2, "Synergy Solutions," MATRY.ZIP (789,949 bytes).

Impulse Demos

Demo versions of JETstream!, printer-management software for Novell, Lantastic, Alloy, and other networks, and MultiWare EZ, a multitasking multiuser operating system for serial-port networks. Library 8, "Impulse Tech.," JETSTR.ZIP (100,682 bytes) and MWDM_4.ZIP (546,369 bytes).

LANPrint

Provides an easy way for Windows users to change their network printer direction. Library 10, "Aleph Takoma Systems," LANPRT.ZIP (72,977 bytes).

MACINTOSH COMMUNICATIONS FORUM (GO MACCOM)

Announce

A simple network utility for sending instant text and audio messages to other users. Reports time when user received message. Library 4, "Comm Progs/Utils," ANNOUN.SEA (57,728 bytes).

MacPPP

A MacTDP extension that allows the use of TCP/IP protocols over asynchronous lines or modems. Library 7, "Networking," MACPPP.SIT (41,856 bytes).

Network Layout

A utility for mapping out an AppleTalk network, showing net numbers, bridges, routers, and node IDs. Library 7, ATMAP.CPT (152,832 bytes).

PortShare

Demo of a program enabling your Mac to share serial communication ports (and modems, printers, etc., connected to those ports) with other network users. Compatible with AppleTalk Remote Access. Library 7, PSPRO.SEA (65,280 bytes).

MACINTOSH SYSTEMS FORUM (GO MACSYS)

SpaceAlert & SpaceServer

Demo of background-running application that displays free disk space and RAM on the server, issues low-space warnings, and finds volumes with given amount of free space without mounting. Library 7, "Utilities," SA&SS.SEA (112,000 bytes).

Network Security Guard

Issues a comprehensive security report on an AppleTalk network, including Macs with guest access enabled, files available to guests, etc. Reports can be scheduled for convenience. Demo version. Library 7, NETWORK.SEA (298,752 bytes).

MICROSOFT NETWORKS FORUM (GO MSNETWORKS)

GridAdmin

Lets you manage users and groups in Windows in table form instead of endless dialogs, showing all users, groups, and properties simultaneously. Library 12, "Network Mgmt," GADM11.ZIP (334,023 bytes).

Analyzing Help

Windows Help-format file describing tools, benchmarks, and methods for analyzing performance on mainframe, midrange, UNIX, Macintosh, Windows, DOS, and other hardware and operating systems. Library 12, SYSOPT.ZIP (62,178 bytes).

SUCABA

Program helps administrators monitor peak usage of various shared resources. A must for forecasting numbers of network licenses, etc. Library 12, SUCABA.ZIP (14,332 bytes).

NOVELL LIBRARY FORUM (GO NOVLIB)

Technical Tips

Tips for users of NetWare 4.01, including things to avoid and troubleshooting techniques. Library 14, "NetWare 4.x," 401TIPEXE (54,452 bytes).

Q&A

Questions and answers from Novell's 4.01 days, including information on NetWare 4.01-compatible backup systems. Library 14, 4DAY01.EXE (26,237 bytes).

NOVELL VENDOR A FORUM (GO NOVVENA)

LT Auditor

Audit-trail program for NetWare that tracks LAN and file accesses. Includes software-metering and hardware-inventory modules. Library 7, "Blue Lance," LTA41.ZIP (591,892 bytes).

LAN Documenter

Easy-to-use program that lets network administrators document how they have servers, users, groups, etc. configured. Also provides additional reports (summary and detailed) about duplicate files, last updated files since a named date, disk utilization by user and group, plus more. Library 7, LTS30.ZIP (331,002 bytes).

OS/2 USERS FORUM (GO OS2USER) EZP

Easy Professional Tools is a 32-bit tool set of highly integratable utilities that supports multitasking operation, file and text data management for OS/2 workstation, LAN and client-server application environments. Library 4, "Application Quest," EZP2A3.ZIP (543,899 bytes) and EZP2B3.ZIP (629,438 bytes).

TuneUp

A tool to assist administrators of IBM LAN Server versions 2.0 and 3.0 in performance and tuning of their environments. Easy interface; users are prompted for information, then supplied recommendations. Library 17, "IBM Files," TUNEUP.ZIP (127,666 bytes).

PC VENDOR F FORUM (GO PCVENF)

LANStor Red Alert

NetWare-compatible software that serves immediate notification of server, network, or NLM problems to a defined list of users. Messages can be sent via various pagers, modems, and network e-mail. Library 2, "Storage Dimensions," RDALRT.EXE (262,989 bytes).

STACKS MAGAZINE FORUM (GO LANTECH)

DiskWatcher

Demo version of a LAN shared-disk monitor which shows free space from a remote Windows workstation. Beeps or displays a message when drive becomes unavailable or space falls below configured "critical" levels. Library 13, "Applications," DISKWA.ZIP (333,061 bytes).

WATCHIT

Don't wait for IBM LAN Server capacity and performance surprises: this demos a program that analyzes and tracks resources and activity, compares samples of different days and times, then notifies you of server

stresses. Library 14, "Demos," WATCH.ZIP (112,640 bytes).

LAN Doctor

Demo of multi-protocol network-analysis tool for DOS-based computers that generates statistics and transmits traffic. Library 14, LANDOC.ZIP (284,160 bytes).

WINDOWS SHAREWARE FORUM (GO WINSHARE)

Second Copy

Shareware that automatically backs up important files for safekeeping by monitoring disk directories and periodically making copies to another disk or network drive. Library 2, "File Apps/Utils," SECOP4.ZIP (138,479 bytes).

INIUPD

This Windows LAN-administration utility permits mass updating of user INI files on the server. Produces reports on updates applied; copies complete INI sections to another file. Library 5, "Net Apps/Utils," INIUPD.ZIP (94,337 bytes).

Network News for Windows

Allows network managers to display a series of text files to their users when they access their Windows environment. Features include displaying up to 10 messages, print any or all messages, copy any message to the clipboard, etc. Library 5, NETNEW.ZIP (37,076 bytes).

LAN Analysis

Demo version of computer-aided design and analysis tool for LANs, generating performance estimates and bandwidth utilization for Ethernet (Token Ring, FDDI, and ARCNet included in full version) before building, expanding, or subdividing a LAN. Library 5, LANMDL.ZIP (252,800 bytes).

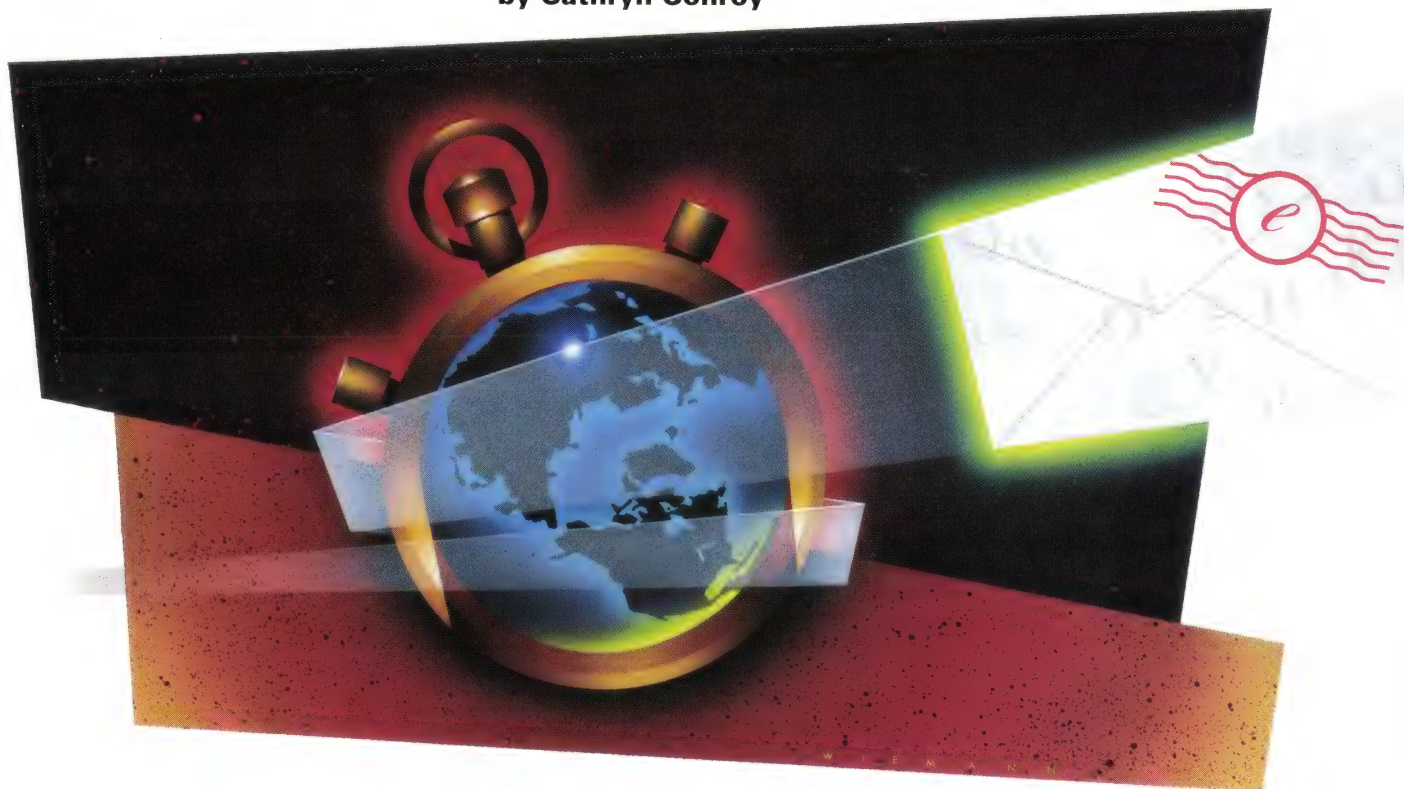
WinLock for Windows

Program protects your Windows and LAN environment from unauthorized users with audit trail, blinking screens, and audible alarm. Library 6, "General Win Utils," AWLOCK.ZIP (61,464 bytes).

WINDOWS USER GROUP NETWORK FORUM (GO WUGNET)

Remote Software Update

RSU distributes software over a network, determining whether a user has the latest version, adjusting INI files, replicating directories, and more. Library 5, "Connectivity Secrets," RSUX.EXE (92,353 bytes).



ROY WIEMANN

Pushing the Envelope Away

PERSONAL ENTERPRISE

Where to GO

CompuServe Mail
GO MAIL

CompuServe Mail Help
GO MAILHELP

CompuServe Mail Hub
GO MAILHUB

▶ **Overnight and express couriers aren't fast enough for users of CompuServe Mail's services.**

Time was tight. Movie producer Henry Seggerman was coordinating script changes to a science-fiction thriller for his Los Angeles-based Blue Rider Pictures. More than 1,000 miles from Seggerman's office, a screenwriter finished revisions to the last scene. Instead of using an overnight courier to deliver the altered script to Seggerman, however, he tried something new. He sent it via CompuServe Mail.

"I felt a little like Alexander Graham Bell," says Seggerman, who wondered what he would see when he double-clicked on MacCIM's Mail icon. "Would I get the script I was expecting, or 500 pages of nonsense squiggles?" He was thrilled to find the script exactly as it had appeared on the screenwriter's monitor minutes, not hours, before.

Frantic exchanges between writers and producers are customary in Hollywood as the first day of filming approaches. "If you have to wait 12 to 24 hours to get a script by overnight delivery, that is precious time lost," Seggerman says. "With CompuServe Mail, I have the script in minutes." Unlike some of his competitors, he doesn't have time, or money, to burn. He estimates the cost of each overnight delivery is \$40 or more, compared with about \$1 for CompuServe Mail. That savings adds up to \$1,000 or more for a

typical Blue Rider film—money that can be put toward production. "With electronic mail, changes can be made instantaneously on each side of the information highway," says Seggerman, who has adopted e-mail to handle budget and contract changes as well.

The value and uses of electronic mail seem bounded only by the imagination of its users, and some of the most creative applications are taking place in corporate settings. Businesspeople worldwide are replacing traditional communication modes—telephone, fax, overnight delivery, and postal mail—with CompuServe Mail because it links them with people down the hall or across the globe in less time and often at a lower cost.

Part of basic services, CompuServe Mail's X.400 and Internet gateways allow businesspeople to exchange messages with more than 2 million CompuServe members and users of a dozen e-mail networks outside the Information Service. (See "Addressing Info," on p. 36.) In addition to standard messaging, CompuServe Mail users can compose or upload a text message and send it as a fax to Group 3 facsimile machines or as a telex to any Telex I or Telex II machine.

"E-mail is a much more effective device than other older kinds of corporate communications," says Bill Moroney, executive di-

Cathryn Conroy is senior writer of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

rector of the Arlington, Virginia-based Electronic Messaging Association, a national trade group that encourages the use of e-mail in business. "The issue isn't really cost savings when comparing regular paper communications with e-mail—it's efficiency and benefits. Compare how long it takes a 'snail mail' letter to reach its final destination with the speed and efficiency of an electronic message, and you'll see very clear differences." Big businesses as well as small are taking advantage of those gains: in 1993, according to an EMA survey, 65 percent of Fortune 2000 companies had extended electronic messaging from the corporate-headquarter local-area network to branch sites, compared with only 23 percent in 1991.

In areas where long-distance communication is unreliable, the ability to link a local call with an international online network is liberating. CompuServe Mail's fax and telex features are essential to Peter Schulze, a computer programmer for EURAF S.A.R.L. Cotonou in Benin, a tiny West African nation. Using WinCIM software to connect to a supplemental network in Benin, Schulze sends ASCII text messages and binary files of software updates to clients based in Europe, North America, and other African countries. "Mail service in Africa is not very reliable," says Schulze, who has seen postal mail from the United States take as long as six months to reach him. "CompuServe Mail allows me to send e-mail to those of my clients who can access this service, and I use the fax and telex gateways for the others."

Conducting business in Votkinsk, Russia, isn't much easier, indicates Michael S. Schultz, a translator for Hughes Technical Services Co. Schultz provides support to Hughes customers in Votkinsk who are carrying out the INF and START arms-reduction treaties between the United States and Russia. "If there is any possible means to reduce the stress and frustration of the job, then I will use it," says Schultz. His primary job is to provide food for officials involved in the work, and he sends CompuServe e-mail and faxes via the Infonet-Europe network to inform the Hughes offices in Germany and the United States about the food orders he places in Moscow.

Other means of communication are dramatically more expensive, says Schultz. A fax sent to the United States from Russia through his hotel's business center costs \$7 per page and \$6 per minute, and, because international telephone calls are virtually impossible to make from the remote site, hotel-based satellite communications are far too costly for routine messages. "When you compare that with the Infonet surcharge, CompuServe connect time, and the 50 or 75 cents it costs to send a fax via CompuServe, the money saved starts adding up real quick," says Schultz.

Book author Ralph Soucie of Sullivan, Maine, also likes CompuServe Mail for its speed and affordability, but he's found other advantages. "The value of e-mail is more

than just fast communication. It allowed me to go out into the marketplace and buy a key chapter for my book rather than laboriously producing the chapter myself."

Last April, Soucie was contracted by Osborne/McGraw-Hill to write *Making Microsoft Office Work*, which was published in October 1994. With just a few months to complete the project, Soucie hired Tim Tow, a Huntsville, Alabama-based CPA and recognized OLE Automation expert, to write the final technical chapters of the book.

The two had collaborated once before, and had relied on Federal Express to exchange documents. This time they used CompuServe Mail. Tow wrote chapter rough drafts and created examples, most of which were spreadsheets, to illustrate the text. By sending them as binary files rather than as ASCII, the special formatting of the spreadsheets was preserved. The result: documents created in Microsoft Word, Microsoft Excel, and Microsoft Access looked exactly the same on both ends.

"Ralph ran my example files in Excel and Access just as if I had mailed him a copy on diskette," says Tow. "I didn't even see Ralph in person during this book project." Which, says Soucie, streamlined the writing process and allowed them to concentrate on what they do best. "I came up with the vision for the book and got the contract, and Tim brought a key part of the book to life," says Soucie. "The result is something neither one of us could have produced on his own."


The cyber-letter does have its caveats for business. E-mail users have little control over formatting their messages, and can't send their correspondence on fancy company letterhead. If checking for e-mail isn't a priority for a recipient, there's no guarantee an online message will be read as quickly as a letter placed on a desk. And, most simply, not everyone is online yet.

At Hughes, for example, says Schultz, few of the employees he corresponds with use their computers for communication. "It is

still seen as a tool for writing reports, creating spreadsheets, and printing them out," he laments. "That's why I primarily use the fax capability within CompuServe Mail. Receiving a fax, something that can be held in the hands, is more acceptable here. Receiving a message over the computer screen is just 'cute.'" Undaunted, Schultz occasionally "throws out a hint here and there about how e-mail could be used in our operations," he says.

Other members are so pleased with the results that they go beyond hinting, aggressively encouraging associates to create their own electronic address. Persuading others to get up to speed has become a high-tech quest for Bill Black of Atlanta, Georgia. He and his wife, Diane, are the national registrars for United States Masters Swimming, an organization of 28,000 competitive and fitness swimmers. The Blacks maintain the organization's membership database, which, among other uses, serves as the mailing list for the group's bimonthly magazine, *Swim*.

Registration information is submitted monthly to the Blacks from 54 local registrars around the country in a maddeningly inconsistent array of formats—most sent on computer disk or hard copy that is express-mailed or faxed. Tired of retyping hard-copy data and discovering mistakenly blank disks sent to them on deadline, the Blacks now encourage their registrars to send all registration materials via e-mail.

"The biggest barrier is fear of the unknown," says Bill, who uses an enthusiastic sales pitch he calls "the e-mail snow job." "I try to convince the registrars this is an essential business tool. I tell them that an electronic community supplies a lot of information and insight at a minimal cost, and that they can be a part of it." 

See "Addressing Info," page 36, and "Mail Help," page 38.

Sending Lotus Messages via the Mail Hub

Traditionally, Lotus cc:Mail users who wanted to send messages beyond the company's local-area network had to install gateway software and additional hardware and have an administrator manage the system. There is, however, an easier way to do it.

cc:Mail can use the CompuServe Mail Hub to exchange messages and files with other sites using cc:Mail, MHS, CompuServe Mail, the Internet, and X.400 without creating a special gateway. Once a cc:Mail site is registered with the Hub, CompuServe will automatically convert messages to the designated format.

Features of the system include instant LAN connectivity to all major electronic-mail systems and the ability to access it with a local phone call. Traveling sales representatives, ser-

vice engineers, and others who use cc:Mail Mobile products can also use the CompuServe Mail Hub via their primary mailbox that is usually accessible through a local phone call in the United States and many international locations.

A modem, CompuServe User ID, and cc:Mail Router or cc:Mail Remote or Mobile products are required to use the Hub. Online registration takes minutes—only four questions need to be answered. (GO CCMAIL and follow the prompts.)

The service costs \$9.80/hour at 1,200 or 2,400 bps and \$14.60/hour at 9,600 bps. There are no charges per character, per message, or per recipient. For more information, GO CCMAIL or call 800-457-MAIL and ask the cc:Mail representative for membership information.

Addressing Info: A CompuServe Mail Connection Guide

CompuServe Mail is more than just a messenger that speeds e-mail from one member to another. It's also a launching point for worldwide distribution of facsimiles, telex documents, and mail messages that can be received by many other networks.

The key to successful e-mailing is knowing how to address documents you want to send. The following guide lists systems that connect with CompuServe Mail. Examples listed below include in generic capital letters how you should type names, account numbers, and other variables specific to your recipients' addresses. Be sure to plug in the exact address information for the recipient.

Detailed help for each of these services can be found by typing

GO MAILHELP in CompuServe Information Manager. Or, type HELP for a listing of all the help resources at the CompuServe Mail menu prompt in ASCII. For personal help with addressing and using any of these e-mail systems, leave your questions in the CompuServe Help Forum's (GO HELPFORUM) Section 2, "CompuServe Mail." Time spent in this forum is free of connect charges.

Most messages sent to the services below fall within CompuServe's Standard Pricing Plan of \$8.95/month, which includes an electronic-mail allowance of \$9, letting you send the equivalent of 60 three-page messages each month at no additional charge. Deliveries that incur additional charges are explained.

E-Mail System

Address Format

AT&T Mail 400

X400:(c=us;a=attmail;s=SURNAME;g=GIVEN NAME;d=id:UNIQUE ID)

AT&T EasyLink

X400:(c=us;a=western union;o=ORGANIZATION;d=eln:UNIQUE ID)

BT Messaging Services

BT Messaging Services GOLD 400 and BT

X400:(c=gb;a=gold 400;o=ORGANIZATION;s=SURNAME;g=GIVEN NAME)

CompuServe Mail

Exchange messages with other CompuServe subscribers worldwide. Use the CompuServe Directory to find your recipients' CompuServe User ID numbers.
USER ID

CompuServe Mail Hub

Novell MHS, Lotus cc:Mail, and Lotus Notes users who are registered on the CompuServe Mail Hub.

mhs:USERNAME@WORKGROUP

ccMail:USERNAME@POSTOFFICE

Notes:USERNAME@POSTOFFICE

Deutsche Bundespost

Germany's Deutsche Bundespost (DBP) electronic-mail system, including TeleboX-400-IPM and TeleboX-400-MT.

X400:(c=de;a=dbp;p=PRMD;o=ORGANIZATION;s=SURNAME;g=GIVEN NAME)

IBM Advantis

Advantis's electronic-mail system, formerly known as IBM Mail Exchange.

X400:(c=us;a=ibmx400;p=ibmmail;s=SURNAME;g=GIVEN NAME)

Infonet

X400:(c=us;a=infonet;p=PRMD;o=ORGANIZATION;s=SURNAME;g=GIVEN NAME)

E-Mail System

Address Format

Internet¹

Internet:USER@ORGANIZATION.DOMAIN

MCI Mail

MCI's Global Messaging, including MCI MAIL and XChange 400. Mail may be sent to either an MCI ID or a registered name; it is recommended you use an MCI ID. Registered names may not be unique and may not allow proper delivery.

MCIMAIL:MCI ID or MCIMAIL:Registered Name

or

X400:(c=us;a=mci;s=SURNAME;g=GIVEN NAME;d=id:MCI ID)

To reach a user with an MCI Remote Electronic Mail System (REMS):

X400:(c=us;a=mci;s=SURNAME;d=ems:EMS NAME AND/OR NUMBER;d=mbx1:MAILBOX)

To send a message to a Private Management Domain (PRMD) mailbox serviced by MCI XChange 400:

X400:(c=us;a=mci;p=PRMD;o=ORGANIZATION;s=SURNAME;g=GIVEN NAME)

Nifty-Serve

Nifty-Serve in Japan. Use either of two formats.

NIFTY:NIFTY-Serve ID

or

X400:(c=jp;a=nifty;p=svc;s=NIFTY-ServeID)

Private CompuServe Mail

CompuServe Mail allows you to send messages to a specified member mailbox utilizing an organization's Private CompuServe Mail system.

ORGANIZATION:ADDRESS

SprintMail

X400:(c=us;a=telemail;o=ORGANIZATION;s=SURNAME;g=GIVEN)

Unisource Business Networks

Switzerland's Unisource Business Networks, known as Uniplus arCom 400.

X400:(c=ch;a=arcom;p=PRMD;o=ORGANIZATION;s=SURNAME;g=GIVEN NAME)

¹Unlike reading regular CompuServe Mail messages, which are free for the recipient, there is a charge to read or download Internet messages. A fee of 15 cents for the first 7,500 characters and 5 cents for each additional 2,500 characters is deducted from the monthly \$9 electronic-mail allowance. Once the \$9 limit is reached, members are charged for each new Internet message received or downloaded. Members are not charged for messages that are deleted without being read or downloaded or that the system deletes.

Other Mail Services

Fax

CompuServe Mail allows you to send text messages to Group 3 facsimile (fax) machines worldwide. Cost depends on the destination. Fax messages sent in the U.S. are 75 cents for the first 1,000 characters and 25 cents for each additional 1,000 characters. Fax messages sent to European destinations are 90 cents for the first 1,000 characters and 90 cents for each additional 1,000 characters. GO MAILRATES and select Option 4, "Fax Rates," for rates to all other destinations.

It is important to include country and area codes for all faxes, even local ones. When your fax message is delivered, you will receive a confirmation through CompuServe Mail.

fax:(COUNTRY CODE)(AREA CODE or CITY CODE)(TELEPHONE NUMBER)

Postal

Send personalized, professional, laser-printed letters to any postal address in the world. The surcharge for letters in the United States is \$1.50 for the first page and 20 cents for each additional page. The surcharge for addresses outside the United States is \$2.50 for the first page and 20 cents for each additional page. At the Send To prompt, enter POSTAL in ASCII. In MacCIM, choose "Postal" as the Mail type in your Address Book. The system will prompt you for the address. In WinCIM and DOSCIM, type **POSTAL/NAME/COMPANY/ADDRESS LINE 1/ADDRESS LINE 2/CITY/STATE/ZIP/COUNTRY** (If there is no company or address line 2, then enter // before the city) at the Send To prompt.

Telex

CompuServe Mail allows you to send and receive messages to and from any Telex I or Telex II machine in the world. The cost of sending messages to telex machines within the United States is \$1.15 per 300 characters. The cost of sending telex to any other worldwide location is determined by the country of destination and the length of the message. GO MAILRATES and select Option 3, "Telex Rates," for a list of country codes and rates. The exact cost will be displayed before your message is sent.

(NAME or USER ID):tlx:(MACHINE NO.) (ANSWERBACK)



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Mail Help: How-to Uploads

For more information on using CompuServe Mail and its interconnection with other networks, consult these forum library files:

COMPUSERVE MAIL

CompuServe Help Forum (GO HELPFORUM) Library 1, "Help Library"

Mail! Help

Listing of all help available at the CompuServe Mail ! prompt. MAIL.ZIP (54,300 bytes).

CompuServe Mail Fax

Documentation for the CompuServe Mail fax service, including general information, how to enter fax messages, how to address messages, how to create custom fax cover sheets, and current rates and country codes. FAX.DOC (35,451 bytes).

CompuServe Mail Privacy

CompuServe's policy statement on the privacy of CompuServe Mail messages. PRIVAT.TXT (1,947 bytes).

COMPUSERVE MAIL HUB

CompuServe Help Forum Library 1

CompuServe Mail Hub

Help information on the CompuServe Mail Hub Service (MHS). MHS.TXT (24,589 bytes).

cc:Mail

Explanation of cc:Mail as it is used in the CompuServe Mail Hub, including benefits, pricing, and how to register your Post Office on the Hub. CCMail.ARC (42,239 bytes).

INTERNET

CompuServe Help Forum Library 1

FidoNet

Tips on sending CompuServe Mail to a FidoNet address via the Internet gateway. FIDO.TXT (749 bytes).

Internet Forum (GO INETFORUM) Library 5, "Electronic Mail"

CompuServe Mail/Internet Gateway

How to send and receive mail to and from the Internet using CompuServe Mail. CSMail.TXT (5,506 bytes).

Internetwork Mail Guide

Tips on how to send e-mail to users on other networks. MAILGD.TXT (27,699 bytes).

Finding Internet Addresses

Step-by-step description of how to find an individual's Internet address. NETFND.ZIP (12,387 bytes) and ADDRES.TXT (31,851 bytes).

Finding College E-Mail Addresses

Summary of how to find Internet e-mail addresses for undergraduates and graduate students, faculty, and staff at various colleges and universities. COLLEG.TXT (176,347 bytes).

OzNet

OzCIS add-on allows easy Internet e-mail transfers in extended ASCII or Cyrillic with a minimum of manual intervention. It also fully supports the Internet's binary file transfer. OZNET.ZIP (34,302 bytes).

ASCII/Binary Conversion

UUENCODE/DECODE utility for PCs to convert a binary file into an ASCII file for mailing to an Internet address. This utility is required by users at both ends of the e-mail link, first to encode and then to decode. UU520.ZIP (32,672 bytes).

Telecommunications Forum (GO TELECOM) Library 3, "Messaging/Email/EDI"

Internet E-Mail Syntax

Guide for addressing e-mail between Internet networks. MAILGD.TXT (22,661 bytes) and MAILGD.ZIP (4,470 bytes).

OTHER COMPUSERVE MAIL INTERCONNECTIONS

Telecommunications Forum Library 3

Advantis

How to use CompuServe Mail to exchange messages with users of the Advantis electronic-mail system via an X.400 interconnection. ADVANT.TXT (2,864 bytes).

Public E-Mail Hubs

Worldwide directory of X.400 e-mail systems including 72 country codes, basic X.400 concepts, and an example template for X.400 address forms. ADMD.ZIP (11,494 bytes).

COMPUSERVE MAIL POWERTALK

CompuServe Applications Forum (GO CSAPPS) Library 3, "CSMail PowerTalk"

PowerTalk Notes

CompuServe Mail for PowerTalk V1.01 release notes, including changes and fixes. CHG101.TXT (1,825 bytes).

System Requirements

Description of system requirements of the CompuServe Mail for PowerTalk extension. PTALK.REQ (312 bytes).

PowerTalk Features

List of features of the CompuServe Mail for PowerTalk extension, including how to preserve original layouts, support for the Apple Comm Toolbox, connection-time options, connect scripting, and more. PTALK.FEA (1,041 bytes).

PowerTalk FAQs

Common questions and answers related to the CompuServe Mail for PowerTalk extension. PTALK.FAQ (1,202 bytes).

COMPUSERVE MS MAIL DRIVER

CompuServe Applications Forum Library 2, "CIS MS Mail Driver"

For additional information on the CompuServe Mail Driver, GO MAPI.

System Requirements

Description of the system requirements of the CompuServe MS Mail Driver. CSMail.FAQ (672 bytes) and CSMail.FEA (4,145 bytes).

Q&A

Common questions and answers related to the CompuServe MS Mail Driver. CSMail.RAQ (6,156 bytes).

Switch It

This utility sets up MAILDRV to allow easy switching between the CompuServe Mail Driver and the default MS Mail Driver in Windows for Workgroups. DRVSWP.EXE (18,940 bytes).



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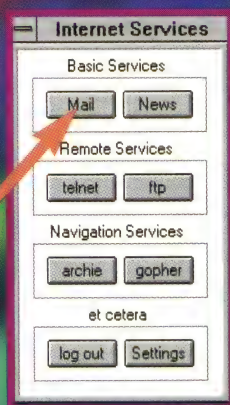
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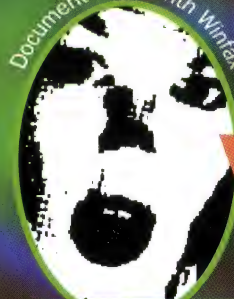
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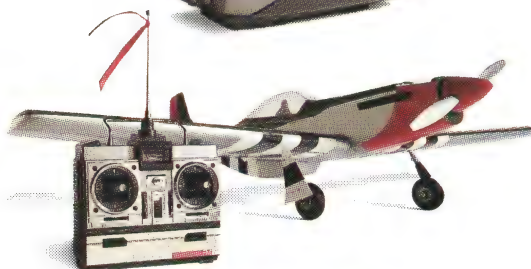
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by Cathryn Conroy

Sail of the Century

► **Every four years, actually, daring men and women set out on the longest, greatest race on earth.**

Somewhere in the perilous Southern Ocean between Cape Town, South Africa, and Sydney, Australia, Sailing Forum member Tony Lush faced death and survived. Sailing in the first BOC Challenge in 1982-83, a yacht race that circumvents the globe with only one man or one woman aboard each boat, Lush, an American, had one goal: to be competitive.

His ultralight yacht, *Lady Pepperell*, was futuristically constructed using twin unstayed masts. The sails were furled by spinning the masts. When storm-tossed waves repeatedly crashed into the boat, it pitchpoled—flipped from end to end. After righting the boat, Lush sailed under bare poles for two days in biting winds and icy conditions. *Lady Pepperell* began to take on water, and with the keel severely damaged, Lush was forced to organize his own rescue with his only means of communication—a single sideband radio and an Argos position-tracking system that emitted an emergency call. In a dramatic recovery that speaks wonders for the spirit of the BOC Challenge and the intense camaraderie between the skippers, fellow competitor Francis Stokes saved Lush just before *Lady Pepperell* sank to the bottom of the ocean without a trace.

Run every four years, the BOC Challenge is a grueling test of individual strength and courage, not only of the body but also of the mind. Character and wits are as important as muscle and fortitude in this race that pits skipper against skipper and all against the raw, unpredictable elements of the ocean and wind. During the fourth running of the BOC Challenge, now under way, CompuServe members can follow the race, read reports and messages from the participants, and discuss race developments in Section 10, "The BOC Challenge," of the Sailing Forum. (See "Online BOC Updates," on p. 42.) Kindergarten through eighth-grade students in schools throughout the United States and Canada are participating in the BOC Oceanwatch, a program sponsored by CompuServe that teaches students about weather and geography as they track the competition around the globe. (See "Learn as They Churn," on p. 42.)

The 1994-95 BOC Challenge began in September off the coast of Charleston, South Carolina, when 27 skippers from nine coun-

tries set sail. Consisting of four legs with the times of each added together to determine the winner, the 27,000-mile race takes about eight months to complete. Participants range in age from 26 to 70 and include one woman and 26 men. Some are professional sailors; others pursue this as an avocation. "This is the longest race on earth," says Dan McConnell, international media-operations director for the BOC Challenge.

Two classes of yachts compete. Class I boats are 50 to 60 feet long, while Class II boats are 40 to 50 feet long. Other than the length, there are no requirements or restrictions on the yachts, although most have long keels to keep them from getting knocked over and are as lightweight as possible to increase the boat's speed. Water ballast tanks in the hull allow the skippers to pump seawater from one side of the boat to the other to help keep it upright and moving fast.

Some skippers boast corporate sponsors and build one-of-a-kind yachts equipped with the latest in boating technology that can cost as much as \$1.5 million. Others are hand-built by skippers on shoestring budgets with

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Where to GO

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GO MAIL

Sailing Forum
GO SAILING

Sails *Hunter's Child* in BOC: Steve Pettengill





Logs on while on board: Pettengill

BILLY BLACK

Learn as They Churn: Students Follow BOC

Sailing alone around the world is the ultimate adventure and one that children around the U.S. and Canada are studying from the sidelines. The Student Ocean Challenge, begun in 1982 in conjunction with the first running of the BOC Challenge, serves as a "living textbook," linking the solo sailors with schoolkids and their teachers. In their classrooms, students chart each skipper's course, study daily weather conditions, and learn firsthand through the Sailing Forum of each yacht's day-to-day progress and setbacks. Some students even "adopt" one skipper and thoroughly follow his or her headway around the world. CompuServe, one sponsor of the program, is helping bring the race closer to the students than ever before.

"Through these live experiences, students see that what they study in school is relevant to daily life," says Mame Reynolds, the founder and director of the Student Ocean Challenge.

This year called the BOC Oceanwatch, the program was developed by the Student Ocean Challenge, the Center for Marine Conservation, and the BOC Group. Some 1,000 schools representing about 250,000 students are participating in classroom activities for kids in kindergarten through eighth grade.

Students will be able to talk to the skippers during real-time Sailing Forum conferences that take place when the racers stop at port. They also become electronic pen pals with other BOC Oceanwatch students as the boats cut their path around the world, studying the weather, culture, and geography of the various countries. Each participating school receives an in-depth, 109-page teacher's guide with detailed classroom activities for a subscription fee of \$65. Also included in the packet is a route-chart poster, a poster of a cutaway of a typical BOC Challenge yacht, an audiocassette of the theme song, an official BOC Challenge program, and monthly bulletins.

For information on the BOC Oceanwatch, inquire in the Sailing Forum or send a CompuServe Mail message to Mame Reynolds at User ID number 73647,3122.

—CC

no one but family and friends supporting their efforts.

Leaving the starting line on Sept. 17 with fireworks and champagne, the BOC sailors headed for Cape Town, South Africa, the first of three port stops along the way. Following any seaworthy course of their choosing, the fastest sailors arrived in Cape Town about four to five weeks after departure.

"It's a tactical leg with wild and varying weather conditions," says Sailing Forum member Bill Biewenga, who was an alternate skipper, shore manager, and router for *Thursday's Child* in the 1986-87 BOC Challenge. Tropical storms and hurricanes are a very real danger, as is the exact opposite—such mild weather and low winds that the boats drift for days at a time, going nowhere.

Days on board are spent checking and rechecking the boat and equipment. Electricity is generated through onboard solar, diesel, and wind-powered generators. Seawater is turned into drinking water with a desalinator, and the sails are scrutinized. Meals are prepared and dishes are washed. The sailors must eat at least three times a day, cooking and eating from the same pot with one set of utensils to keep the boat's total weight as low as possible. High caloric intake is important to survival, especially in the cold weather. The yacht's autopilot guides the craft most of the time, but skippers will hand-steer in heavy winds, choppy seas, or very light winds.

"Good sailors will 'walk' the boat at least twice a day, going from stern to bow and back again, looking at every fitting for chafe or things coming loose," says Lush. "To do well you have to have a heightened sense of awareness of your boat." Still, there are no guarantees, as Lush learned.

Once the boats reached Cape Town in

November, they underwent thorough checking and repairs. The skippers got decent meals and much-needed sleep before they headed out to sea on the next leg, which they are currently sailing, that takes them to Sydney, Australia, in weather conditions that are consistently adverse. The fastest route takes the boats near the Arctic Circle, forcing them to dodge dangerous icebergs amid snow squalls.

"There is so much condensation inside the boat that it's like a rain forest," says Biewenga of the second stage of the race. "Anything that is metal will drip. When sleeping bags and clothes get wet, they won't dry. The risk of hypothermia is very real."

The ships' courses must be evaluated often, and racers use the latest technology. In addition to a shortwave radio for voice communication, each boat is outfitted with an IBM ThinkPad, fax facilities, and electronic-mail services, including CompuServe Mail, accessed through Trimble Navigation's Galaxy Inmarsat-c/GPS satellite unit, which links the skippers to the race management in Charleston and their shore managers. The Trimble system provides ships and yachts with two-way messaging, safety information, and emergency notification, as well as automatic navigation reports.

A separate weather-tracking system allows satellite pictures of the ocean to be intercepted as they are taken for an eagle-eyed view of the weather.

"The radical advance in this race is the adoption of the Trimble system, linked with sponsorship from COMSAT mobile communication services," explains Sailing Forum sysop Keith Taylor, who is also an editor-at-large at *Yachting* magazine. Trimble's Galaxy system includes a compact transceiver for communications via the Inmarsat satel-

Online BOC Updates, Contest

Conducted far from land and out of sight and reach of the media, coverage of long-distance races like the BOC Challenge is being transformed by new computer and satellite technology that links landlubbers with sailors thousands of miles away. One of those links is CompuServe.

"Developing technology has made it possible for us to share the racers' world," says Keith Taylor, sysop of the Sailing Forum. "For the first time in the BOC Challenge we'll have secure, reliable communications on an hour-to-hour basis."

Each competitor and shore manager shares a CompuServe User ID number, which is primarily used by shore support. Information from electronic-mail messages and satellite-transmitted faxes from the skippers to the race press office in Charleston, South Carolina, are posted in the Sailing Forum's Section and Library 10, "The BOC Challenge," each day of the race.

Discussions of race tactics and race developments are held daily in the message section, with input from the skippers' support teams, race officials, and members of the press covering the BOC Challenge. When skippers are in port, some participate in real-time conferences, offering firsthand accounts of life alone at sea.

In addition, the library features press bulletins, position reports, and chart graphics, as well as background files on the competitors, sponsors, and the event. GIF images of the skippers, their boats, and the race action are available.

CompuServe members can also participate in a free online BOC Challenge Contest. Members who guess the skipper with the fastest overall time of each leg of the race will win a \$200 usage credit. For details on the contest rules and prizes, GO BOCCHALLENGE and choose Option 7, "Contest Rules and Regulations," and select Option 8, "Take the Challenge," to enter your best guess.

CompuServe is an official sponsor of the BOC Challenge.

—CC

lites and a receiver that processes signals from the Global Positioning System satellites to provide position information.

"Communication is vital to the race, not only for safety but also so the guys can help each other out mentally," says Biewenga. "If someone is in danger, another sailor can rescue him. If someone just has a problem, the others can help him, tease him, or just make him laugh so he can bring it all into perspective."

After a stop in Sydney, the race will resume in January with a course around South America's Cape Horn to Punta del Este, Uruguay. This is the wildest part of the BOC Challenge, called the Roaring Forties, with wind speeds of 40 to 50 knots and wave heights of 30 to 40 feet or more.

"In these conditions the boat speeds are screaming, and they're just 500 miles from the Antarctic pack ice. It's cloudy and gray, cold and miserable, but the adrenaline flows because the boats are moving like a freight train out of control," says Biewenga.

The skippers quickly learn an odd lesson from these waters: the faster they go, the safer they are. "In the Southern Ocean every wave is a threat. If you're going downwind, you experience fewer waves if you are faster. The problem is getting the right balance between nerve and fear—and you need both," explains Lush, who describes solo racing as a renaissance sport. At night the skippers can often see just 20 feet ahead, and only the big icebergs show up on radar. The "smaller" ones—about the size of a house—appear without warning and can sink a boat in minutes. Push too hard and your boat sinks and you could die; go too easy and you lose.

At this point in the race, says Biewenga, the solitude can take its toll on the competitors. "A sunset can be so beautiful that it will bring tears to your eyes," he says. "When you're depressed, you're really depressed." Sleep deprivation doesn't help. Catnaps are the best anyone can really manage, and they are grabbed whenever possible—on deck, in a sheltered steering station, or at the navigation table. These dreams don't last long before the boat must be suddenly righted or a sail trimmed to catch the full force of the

wind. Lush says it's not uncommon for sailors to go several days without sleeping.

After some 12,000 miles in the tumultuous Southern Ocean, the final leg from Punta del Este to the finish line in Charleston will begin in April, taking the boats through calmer tropical waters, sunny days, and quiet winds. Still, the skippers can't relax. The most competitive sailors know this is their last opportunity to do well—to retain a lead or make up time.

While only one skipper will be named the

winner, merely completing this rigorous course can be considered a victory. Of the 67 sailors who entered the first three BOC Challenge races, 44 crossed the finish line. The winner of the first two races was France's Philippe Jeantot, while Christophe Auguin, also of France, captured the top prize in the third race.

Says sysop Taylor, "The BOC Challenge is one of the last great adventures available to mankind, a way for competitors to test themselves against the sea and their fellow racers." ☐

RANDOM ACCESS

CompuServe Dockside

CompuServe Pacific, an affiliate of CompuServe Inc., will host special events in Sydney, Australia, when the BOC Challenge sailors pause briefly to rest, repair, and restock before the third leg of the race. Events will include a dockside display January 26–29 that demonstrates how race participants and organizers use electronic mail and forums to communicate.

CompuServe will also host a special tour for the press to visit the boats and mingle with skippers before they depart for Punta del Este, Uruguay.

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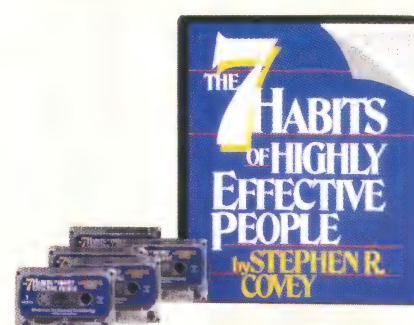
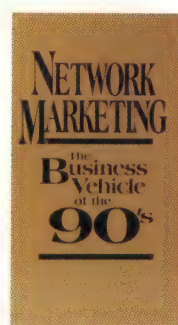
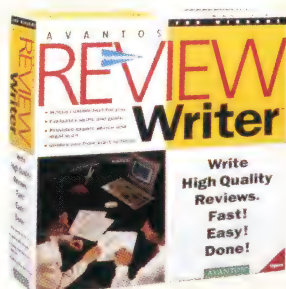


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Buying Into Trouble

► Are you? In the Consumer Forum, learn how to starve scam artists.

Consumer protection is a little like the weather—it generates plenty of talk and relatively little positive action. But the emerging information superhighway is allowing shoppers to take matters into their own hands, helping everyday people hold their own against negligent manufacturers, uncaring service providers, and fast-buck artists. The Consumer Forum in particular is empowering buyers and turning them into smarter and sharper consumers by keeping them informed and connected. It's a place where consumers and advocates meet to swap stories and strategies.

Edgar Dworsky, a Boston, Massachusetts-based attorney and consumer advocate who also serves as Consumer Forum co-sysop, says CompuServe members routinely visit the forum to check up on the quality of a particular product or service and the vendor's track record. Members shopping for a car, washing machine, VCR, or other major products, as well as individuals evaluating the services provided by airlines, health clubs, cruise lines, and other organizations, regularly seek information and advice from fellow members and resident experts.

According to Dworsky, a former television consumer reporter and assistant attorney general, car problems are the nation's leading consumer complaint and one of the forum's hottest discussion topics. "People have all sorts of problems with cars, car dealers, and car mechanics," he says. "It's an area

that never seems to go away." Section 3, "Automobiles," is one of the forum's busiest places, thanks in large part to the number of members' horror stories it contains, such as non-inflating air bags, embarrassing car horns, and peeling paint jobs.

Forum member Grant Lovelace knows firsthand the problems that can arise when an unhappy car buyer meets an unresponsive car maker. The Atlanta, Georgia-based corporate accountant was left stranded earlier this year when the power-steering pump literally fell out of his year-old, 34,000-mile sport-utility vehicle. The manufacturer refused to cover any of the \$400 repair, which left Lovelace to question the commitment U.S. car makers have to their customers. "I'm tired of the American car companies' attitude that one customer can't hurt them," says Lovelace. "The import car companies are getting ahead one customer at a time, and they can count me among them."

Lovelace took his problem to the forum's message area and found both moral support and practical advice on how to bargain with both car dealers and car manufacturers. While Lovelace hasn't yet been reimbursed by the vehicle's manufacturer, he's planning to put his newly acquired negotiating skills to work by purchasing a new car to replace his current lemon.

David Horowitz, a radio and television consumer reporter who writes the syndicated column "Fight Back!", says the best way consumers can protect their assets is by remaining ever vigilant. "If you're pitched something that sounds really fabulous and fantastic, that's a red flag," he warns. "Skepticism can save you money and embarrassment." His advice is to thoroughly check out any deal before acting on it. "It doesn't matter who's making you the offer, even if it's a friend or neighbor. You must check it out." Horowitz regularly scans and answers members' questions posted in the forum's 16 sections, which include "Banking & Credit," "Scams & Ripoffs," and Horowitz's own "Ask David/FightBack" in the Syndicated Columns online.

Sarah Wernick asked the tough questions, trusted the promises made by a supposedly reputable moving company, but still found herself unsatisfied, to say the least. Like many Consumer Forum members, Wernick posted her tale online, hoping others would learn a lesson from her travail. Her trouble began when she, her family, furniture, and piano moved from St. Louis, Missouri, to Boston. The trip went smoothly until the truck stopped in front of her new house. "The trucker had a crew waiting

RANDOM ACCESS

Where to GO

Consumer Forum
GO CONFORUM

Syndicated Columns
GO COLUMNS

for him, sent by the parent company," says Wernick, a freelance writer. "What the crew didn't know was that the house was at the top of 40 steps—and they were *not* happy about it."

One look at the stairs and the movers threw up their hands and left the scene, leaving behind the truckload of possessions. The driver then came up with an imaginative, if unorthodox, solution: "He drove around a nearby suburb and picked up teenage boys until he had enough muscle to get

our piano up the steps," says Wernick. The job was completed, but "it was not a fun day," she says, and certainly not what she paid for.

While many of the members' stories are funny (in a painful sort of way), some sagas take considerable courage to relate. Edgar Mosley, for example, recently discovered that even love can be a thorny consumer issue in these turbulent times.

Mosley, an electrical project engineer who lives in Smyrna, Georgia, says he was misled

by an Atlanta-based dating service to the tune of several hundred dollars when the outfit's sales representative misled him about the number of women available who met his age and ethnic requirements. "The rep assured me that there were at

least five or six women I could choose from," he recalls. When Mosley returned to the service after a three-week waiting period, he was shocked to discover that the counselor had exaggerated the number of potential matches—by about five or six. "I was greatly disturbed, because the totals that were presented to me initially were vastly incorrect," he says. "I would have never joined if the salesperson had been up-front with me about the true makeup of the service. The rep told me I had signed a contract and could not back out."

After failing to receive satisfaction from the service's management, the Better Business Bureau, or several government consumer agencies, Mosley turned to the Consumer Forum for help. Members supplied him with the information he needed to sue the service in small-claims court, including details on how to file a claim, where to file, and how to counter the defenses the service was likely to raise at the hearing. During the course of his message thread, he also discovered that disputes with dating services are about as rare as a bad blind date. At press time, Mosley's case has yet to be resolved, but his experience in the Consumer Forum has left him feeling upbeat and more confident. "I really appreciate all the help I received," he says. "It's a good feeling knowing that you have people rooting for you."

Like Mosley, consumers don't have to back down when they're not happy with a product or service, says co-sysop Phyllis Eliasberg, also an attorney and former TV consumer reporter based in Boston. She says dissatisfied customers shouldn't hesitate to complain directly to the manufacturer or service provider. "Explain very carefully what the problem is and what results you expect. If you get no answer, write again and send copies to your state's consumer-protection agency. Finally, you should post a message in the Consumer Forum so that others can be alerted to your situation."

According to co-sysop Dworsky, complaint-letter writing is something of an art, with different approaches appropriate to different situations. "I have a theory that some companies are predisposed to resolving complaints, while others are not," he says. "If you contact the former, if the letter is clear, the consumer will receive some type of satisfaction. With respect to the 'reluctant' company, the complaint letter is more important and may tip the balance in your favor."

In those cases, Dworsky offers this advice to consumers who are disgruntled, disserved, and otherwise dissatisfied:

Write to a real person, not "Sir" or "Madam." Call the company for the name of a manager. Most complaints don't warrant writing to the president of the company

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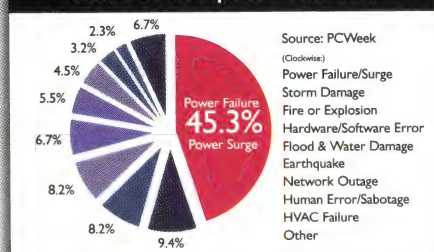
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Complaint letters should be business-like—typed, short, and serious. "No one has time to read a three-page, single-spaced letter," says Dworsky. Open the letter by stating you experienced a problem, were disturbed by what happened, and are seeking help in resolving it.

State the relevant facts. Outline what you believe was wrong or unfair and back up those characterizations with reference to laws that might apply. For example: "I purchased a toaster here yesterday and found that it did not work. When I tried to return it, the salesperson pointed out the 'all sales final' policy. I checked with our state office of Consumer Affairs and learned that a store's regular return policy does not apply in the case of defective goods (Massachusetts General Laws, Chapter 93A)."

State what you want to resolve the problem. "You have to judge whether to ask for more than you will really settle for," says Dworsky, "or to make a reasonable request that the company will have little trouble agreeing to."

Emphasize past relationships. If you've purchased three cars from the offending dealership, or your father and grandfather traded there for years, mention it. The soft threat is that the dealer stands to lose more than a single sale or single customer.

Carbon-copy the letter. If the complaint is relatively serious, consider adding "cc:" to the bottom of the letter with the name of the state's attorney general or consumer-protection office. Whether you really send the "cc:" is up to you—many agencies want a letter written to them, not forwarded, in order to take action.

Use priority mail. For about \$2.90, you can send what appears to be a pretty important letter in a big envelope.

Follow up the letter. A personal telephone call will remind the company you haven't forgotten about the problem.

What not to do: Don't threaten in the first letter (save it for letters that escalate the issue), don't be unreasonable in what you want, and don't forget to keep a copy for your records.

If a well-constructed letter doesn't do the trick, says Dworsky, there are more extreme methods. "Picketing has worked for some," he says, "and then there's the camcorder ploy. Go up to the customer-service desk with the camcorder on your shoulder with the red light on, and make your request."

Obviously, he adds, these tactics should be used with discretion. But at all times the consumer should remember one golden rule: Caveat emptor—"Let the buyer beware."

John Edwards is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,412.

See "Consumer Forum Files," page 50.

Computers Top the Swindler's List of Tools

History doesn't tell us when the first consumer rip-off occurred. Human nature being what it is, the inaugural scam probably took place when the first wheel—nicked and battered from years of hard use—was sold for a handful of nuts and berries... and promptly crumbled to pieces.

According to sysops of the Consumer Forum, things haven't changed a lot since then. While consumers are beginning to use modern technology to fight back against fast-buck artists, modern grifters aren't very far behind. Consumer advocate and forum regular David Horowitz says people are more exposed to consumer fraud today than at any other point in history, and computer bulletin boards, the Internet, and other high-tech resources are now augmenting the post office and the telephone as con artists' tools of choice. "There's no place you can turn where there isn't some kind of a scheme, scam, con, fraud, or rip-off," he says. "Everywhere you go, you're confronted with having to ask some hard questions." Says forum co-sysop Edgar Dworsky, "Con artists use every form of communication to reach their victims, except perhaps billboards."

Dworsky says computer bulletin-board systems are a particularly cozy place for scam artists, primarily because of the anonymity the technology provides. "There are a ton of 'make money fast' schemes on bulletin boards around the country," he says. Chain letters, credit "repair" plans, and "penny stock" investment schemes, says Dworsky, are the leading "services" peddled online.

Consumer Forum member Mary McBride, a consumer-fraud investigator in Los Gatos, California, notes that besides maintaining an online presence, many con artists are now tapping into

desktop-computer technology to prey on unsuspecting consumers. She notes, for example, that some unscrupulous auto dealers are using phony computer-generated credit reports in an electronic bait-and-switch scheme. According to McBride, shoppers are lured into a dealership with the promise of an "unbelievable" credit rate—something on the order of 4 percent or lower. But once the buyer has been "hooked" on a specific car, the individual is sent to a "finance manager" who, solemnly holding the bogus but official-looking credit report, states that the credit history "shows problems."

"These customers are not people who request and verify their own credit reports before obtaining financing," says McBride. "They believe the auto dealer when he tells them, 'Your credit is poor, but we will work with you.'" The result is a customer who's thoroughly worked over, often winding up with an interest rate as high as 24 percent. "The credit may or may not be shaky," says McBride, "but by this time, often late in the evening and with the buyers completely worn down and exhausted, they'll sign anything just to get it over with."

According to Dworsky, consumers should never underestimate a con artist's boldness or ingenuity. "It's amazing the audacity some of these people have," he says. "We recently caught someone trying to upload a 'make money fast' chain letter to a forum library. We stopped it and told the individual, 'In the Consumer Forum we warn people about your type.' It's the sort of thing that leaves you shaking your head."

—JE

An Overview of Online Consumer Services

Whether you're shopping for a new car, searching for the best buy on a portable room heater, or seeking advice on how to hook up a new VCR, you can find the answer online. The following areas are the most helpful for uncovering a wide range of consumer information.

Automobile Forum (GO CARS)

Covers all facets of automobile ownership and use, from driving techniques and depreciation to maintenance and insurance.

Calculating Personal Finances (GO FINTOL)

Provides three tools that help members answer everyday financial questions: Balance Your Checkbook, Calculate Your Net Worth, and Loan Analyzer.

Consumer Electronics Forums (GO CEFORUMS)

Offer special-interest groups for people with questions about consumer audio and video products, satellite systems, telephone equipment, and more.

Consumer Forum (GO CONFORUM)

Provides information on a wide array of consumer products and services, warnings about the latest cons, and numerous smart shopping tips. Message sections include "Scams and Ripoffs," "Automobiles," "Bargains and Offers," "Buying Advice," "Consumer Rights/Issues," "Banking and Credit," and "Cheapskating Tips." Members can seek advice from veteran con-

sumer reporter David Horowitz in Section 2, "Ask David/FightBack"; browse through the forum's extensive libraries; and exchange information with fellow members.

Consumer Reports Drug Reference (GO DRUGS)

Contains general information about the correct use of any medicine, as well as individual entries on a wide range of pharmaceuticals.

FundWatch Online by Money Magazine (GO FUNDWATCH)

Allows individuals to quickly screen more than 1,900 mutual funds using criteria that mirror a particular individual's investment philosophy.

Government Publications (GO GPO)

Provides government publications on a variety of topics, including health, fitness, cars, personal finance, and energy conservation.

Hardware Forums (GO HARDWARE)

Online support is provided by a wide range of computer and peripherals manufacturers, including many of the industry's leading companies.

Information USA (GO LESKO)

Helps people tap into the world's largest information source: the U.S. government. It shows people how to navigate through the bureaucratic maze to find the information they need.

Investors Forum (GO INVFORUM)

Covers stocks, bonds, mutual funds, real estate, financial planning, and other investment topics.

Legal Forum (GO LAWSIG)

Helps users get answers to general questions about contracts, disputes with companies, and other legal matters.

Magazine Database Plus (GO MAGDB)

Provides access to full-text articles from more than 140 general-interest magazines, journals, and reports. It includes such noted consumer publications as *Consumer Reports*, *Kiplinger's Personal Finance Magazine*, and *Money*.

New Car Showroom (GO NEWCAR)

Allows members to view and compare specifications of passenger cars, vans, trucks, and special-purpose vehicles. The information will help you make better-educated decisions when you buy a car. Included are detailed lists of standard and optional equipment and dealer invoice prices.

Software Forums (GO SOFTWARE)

Online support is provided by a wide range of application-program, system-software, and utility-program publishers, including many of the industry's leading companies.

Travel Forum (GO TRAVSIG)

The place for people who love to travel or talk about traveling and for those who work in the travel industry. It provides help on all forms of travel and accommodation.

Such a Deal: Consumer Forum Files

The Consumer Forum (GO CONFORUM) has a number of files that help you become a smarter, savvier consumer. Here's a sampling:

Consumer-Information Catalog

The government catalog (from Pueblo, Colorado) lists hundreds of free and low-cost booklets about cars, homes, money, and more. Library 1, "Gen. Consumer Info," CAT694.TXT (51,534 bytes).

Resolving Your Consumer Complaints

A fact sheet from the U.S. Office of Consumer Affairs on how to complain when you have a problem. Library 1, FACT1.TXT (2,029 bytes).

1994 New-Car Buyer's Satisfaction Index

Results of the J.D. Powers survey. Library 2, "Automobiles," 94POW.TXT (6,256 bytes).

Resolving Your Auto-Repair Complaints

Basic advice from the U.S. Office of Consumer Affairs on how to resolve complaints involving your car. Library 2, FACT2.TXT (3,087 bytes).

1994 Automobile-Crash Test Results

The results of the National Highway Traffic Safety Administration's car-crash tests. Library 2, CRASH4.TXT (7,853 bytes).

Automobile Manufacturers' Consumer Offices

A listing of car manufacturers' customer-service and consumer-complaint offices. Library 2, AUTOMF.TXT (18,677 bytes).

You and the Credit Bureaus

A report on how credit bureaus work and how derogatory entries (accurate or not) cost consumers money. Library 3, "Banking & Credit," FREECR.TXT (13,407 bytes).

Resolving Credit and Banking Complaints

Basic advice from the U.S. Office of Consumer Affairs on how to resolve complaints involving banks and credit bureaus. Library 3, FACT4.TXT (4,959 bytes).

Ripping Off Your Friends

A David Horowitz "Fight Back!" column describing pyramid schemes. Library 4, "Fight Back Columns," PYRAMD.TXT (3,710 bytes).

Guide to Choosing a Nursing Home

Detailed information on how to evaluate and compare nursing homes. Library 5, "Food & Health," NURSEH.TXT (42,898 bytes).

Resolving Your Travel Complaints

Basic advice from the U.S. Office of Consumer Affairs on how to resolve air, rail, bus, and cruise complaints. Library 6, "Home/Travel," FACT5.TXT (6,160 bytes).

The Fine Art of Car Rental

How to rent a car without being taken for a ride. Library 6, CARREN.TXT (7,061 bytes).

Federal and State Banking Laws

A synopsis of banking laws nationwide. Library 8, "Laws/Legislation," FEDLAW.TXT (17,784 bytes).

Funerals: A Consumer Guide

Federal Trade Commission advice on how to shop for funeral services. Library 8, FUNERL.TXT (14,725 bytes).

How to Buy Government Surplus Property

A detailed report on which federal agencies sell abandoned, seized, or confiscated property. Library 10, "Money Savers," GOVSUR.TXT (69,801 bytes).

Your Personal Legal Guide 8.0

A DOS shareware program that provides plain-English legal references for personal or business use. Library 11, "Software Library," LEGALG.ZIP (685,881 bytes).

Green Advertising Claims

A brief article describing such terms as "biodegradable" and "recyclable" and what they mean. Library 12, "Shop Rights/Advice," GREEN.TXT (4,518 bytes).

Your Shopping Rights

A Federal Trade Commission report on consumers' rights when ordering products by mail or telephone. Library 12, TELMAL.TXT (5,740 bytes).

Health Fraud and Medical Quackery

A Food and Drug Administration report on health fraud. Library 14, "Warnings/Scams," HFRAUD.TXT (15,840 bytes).

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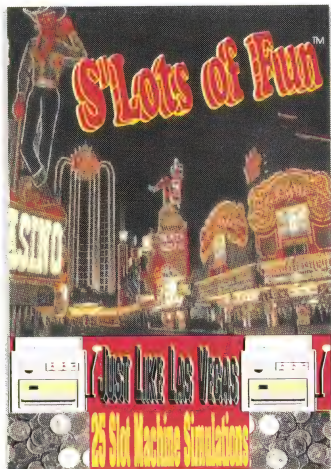


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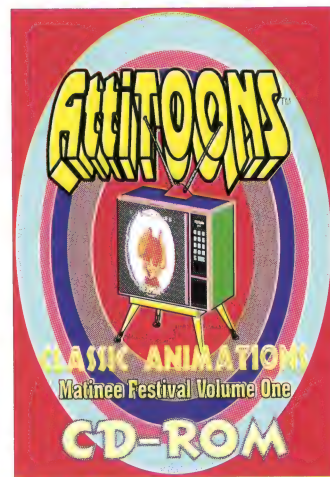


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JAMES DICKENS

Fights crime by teaching others to avoid victimization: Quarantiello

To Protect and Serve Yourself

► Online advice helps you steer clear of crime's endlessly cresting waves.

Toronto, Ontario, property manager Allan Weinbaum was at a loss trying to curb theft and vandalism at the five high-rise apartment buildings he oversees in suburban Don Mills. In spite of his installing security cameras and hiring guards, car theft continued in the buildings' underground garages, as did vandalism in the common areas. A longtime CompuServe member, Weinbaum turned to the Time-Warner Crime Forum.

Soon he received suggestions from Laura Quarantiello, forum section leader and author of the book *On Guard: How You Can Win the War Against the Bad Guys* (LimeLight Books, 1994), who suggested deterrents such as improved lighting and the establishment of a neighborhood or building watch program. Former law-enforcement professional Paul Barwick prescribed beefing up security by hiring off-duty cops and establishing a full-time security office where video cameras could be monitored. "There have been no 'magic bullets' so far, but the responses have been helpful," says Weinbaum of the tips he's received online.

Crime is a fact of life no one can afford to ignore. In the United States, polls show that crime is the number-one concern among Americans. An estimated 34 million crimes are committed a year in the U.S., and 83 percent of Americans are victims of crime at least once in their lifetime. In the United Kingdom, once unarmed bobbies are now

carrying firearms and wearing bulletproof vests because of increased violent crime. (See "Vested Interests," on p. 54.)

While there are no easy solutions, defense starts with knowing *how* to protect yourself, your family, and possessions. Many CompuServe members are finding advice and information in the Crime Forum, which is inhabited by crime experts such as Quarantiello; the Safetynet Forum, where police officers and other law-enforcement professionals offer advice; and the Missing Children Forum, with such activists as Peter Banks, director of the National Center for Missing and Exploited Children.

Quarantiello, who also hosts Crime Forum conferences with guest experts, says fighting crime means being aware of your surroundings and making it difficult for a criminal to victimize you.

Neighborhood watch programs are often effective deterrents. Daniel Bisson of Pierrefonds, Quebec, received advice in the forum about starting one from fellow forum member Sharalee Pierce. She spends several hours a week driving through her San Angelo, Texas, neighborhood as part of the civilian Code Blue

program. "We assist the police by patrolling our neighborhoods and acting as their eyes and ears," she says.

A tragedy in his family led Richard Cress to take action against criminals. When Cress's 13-year-old son, Patrick, was beaten to death in 1983, Cress dealt with his devastation by becoming a crime victim's advocate in Washington state, lobbying successfully for the passage of such legislation as a victim's bill of rights, a sexual-predator law, and changes in the prison parole system. "My main concern is that nothing is ever done to help crime victims," says Cress. "Politicians

and the criminal-justice system focus attention on everything but the victim. Though we have many successes to our credit, there is much work to be done to balance the scales of justice for crime victims."

Murders and other violent crimes may grab newspaper headlines, but Quarantiello notes that the most common crimes are those against property—burglary, vandalism, auto theft, and arson.

Carole Dunn's firsthand experience with burglary came when the Boston investment manager returned to her condo one evening to

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Vested Interests Lead to a Binational Exchange

Police officers in the United Kingdom are receiving lifesaving bulletproof vests from an unusual source—their American counterparts on the Safetynet Forum.

Reports of police officers being shot and sometimes killed in the line of duty are posted all too frequently in the forum's Sections 8, "Police Chatter," and 9, "Police Business." When Detective Constable Jim McNulty of Strathclyde Police, Glasgow, Scotland, logged on to report the murder of Sergeant Derek Robertson, a London metropolitan officer, and, a few weeks later, the shooting of two unarmed officers in the Brixton area of London, his online comrades wondered why bulletproof vests didn't prevent the officers' injuries. McNulty, sysop of the UK Professionals Forum, explained that, despite much debate on the subject, most police officers in the United Kingdom don't wear bulletproof vests because they aren't provided by the government.

It didn't take long for Lieutenant Dennis Cobb of the Las Vegas, Nevada, Metropolitan Police to respond to McNulty, offering his own vest, which was being replaced with a new one by Cobb's department. (Many police departments replace their officers' bulletproof vests after five years, although tests show they are effective several years longer.) McNulty, while acknowledging the generosity and spirit of Cobb and other forum members, admitted that one vest would not help all the British officers who needed one.

Within days, McNulty was deluged with messages from police officers from all over the United States and Canada offering their vests and, in some cases, those of their entire department when they were next replaced. Thrilled by the overwhelming response, McNulty and Cobb then devised a plan that would allow officers to contribute their body armor as a gift from one officer to his U.K. counterpart. Each officer who donates a vest writes a note about himself to accompany the gift; in return,

McNulty asked that the recipients send a thank-you note and something symbolic, such as a police pin, to the sender.

But McNulty's challenges had just begun. How to get the vests to the U.K.? Enter Virgin Atlantic Airways. McNulty contacted Virgin founder and president Richard Branson, explaining the situation and asking for help transporting the vests. Soon a Virgin representative called McNulty with an offer: Virgin would fly the vests free of charge from any of the six U.S. airports served by the airline and either store them at Virgin Cargo at Heathrow Airport or transport them to other areas of the U.K.

The vest program, conceived and implemented wholly via communication in the Safetynet Forum and CompuServe Mail, sparked a flurry of activity among forum members. Some worked with their respective departments to gather and package the vests, 50 to a box. Several acted as liaisons to transport the collected vests to airports in Boston, Los Angeles, New York, Orlando, Miami, and San Francisco, some driving hundreds of miles to do so. In July, an

initial shipment of 30 vests, gathered by Officer Steve Caudell of the Randolph Township, Ohio, Police Department, from his department and the neighboring Kettering, Ohio, Police Department, left Boston's Logan Airport bound for Heathrow.

After news of the vest program broke in the U.K., McNulty received 350 initial requests for vests from police officers around the country. "As long as there is a demand, we'll try to fulfill it," says McNulty. "All the officers here are absolutely astounded at the lengths their fellow officers in the U.S. have gone to for them."

For more information on the Safetynet Forum's U.S./U.K. Body Armor program, read the files US-UK.REL and US-UK.PRO in Library 9, "Police Business." The UK Professionals Forum's Section 2, "Police," is another online area where law-enforcement professionals meet.

—Michele D. Kinnamon



Invests time in protecting fellow officers: McNulty (center)

ALAN CHANDLER

find the front door pried open and \$14,000 in jewelry, antiques, and camera and computer equipment stolen. Several other condos, which, like Dunn's, were equipped with burglar alarms that weren't turned on, were also hit.

"After the burglaries, all 39 condos in this group bought new alarm systems," says Dunn, who has also been the victim of two car thefts and an office burglary. "My condo now has an alarm with infrared sensors, panic dialer, and monitoring, and we are always very careful to turn it on, even if we're out for a short time. Unfortunately, most of us learn only after the fact."

Perhaps the most abhorrent crimes are those against children. It's estimated that of the 114,600 nonfamily-attempted abductions of children each year in the U.S., approximately 4,000 of them succeed.

Charlene Zimmerman, a mother of three in Perry, Georgia, and Missing Children Fo-

rum member, has taught her children basic safety rules, such as to always use the buddy system. (A list of basic safety rules from the National Center for Missing and Exploited Children is available in the file RULES8.TXT in the Missing Children Forum's Library 5, "Child Safety.")

Zimmerman once devised a test to see if her six-year-old son remembered what he was taught. "We had a friend approach our son at a playground and ask for help finding a lost kitten. He turned on his heels, grabbed his four-year-old sister's hand, and ran to tell my husband and me what happened," she says. "Kids are smart, and you have to tell them that if something doesn't feel right, it probably isn't."

Another Missing Children Forum member, Kym Pasqualini, has firsthand knowledge of the dangers kids face. At age eight she narrowly missed being abducted at

knifepoint. In 1993, Pasqualini, a mother of three, founded the Nation's Missing Children Organization. Like the NCMEC, her Thornwood, New York-based group distributes photos and missing-children information to the media. Because of organizations such as this and the Missing Children Fo-

rum, "people are becoming more aware of child-protection issues," says NCMEC director Peter Banks.

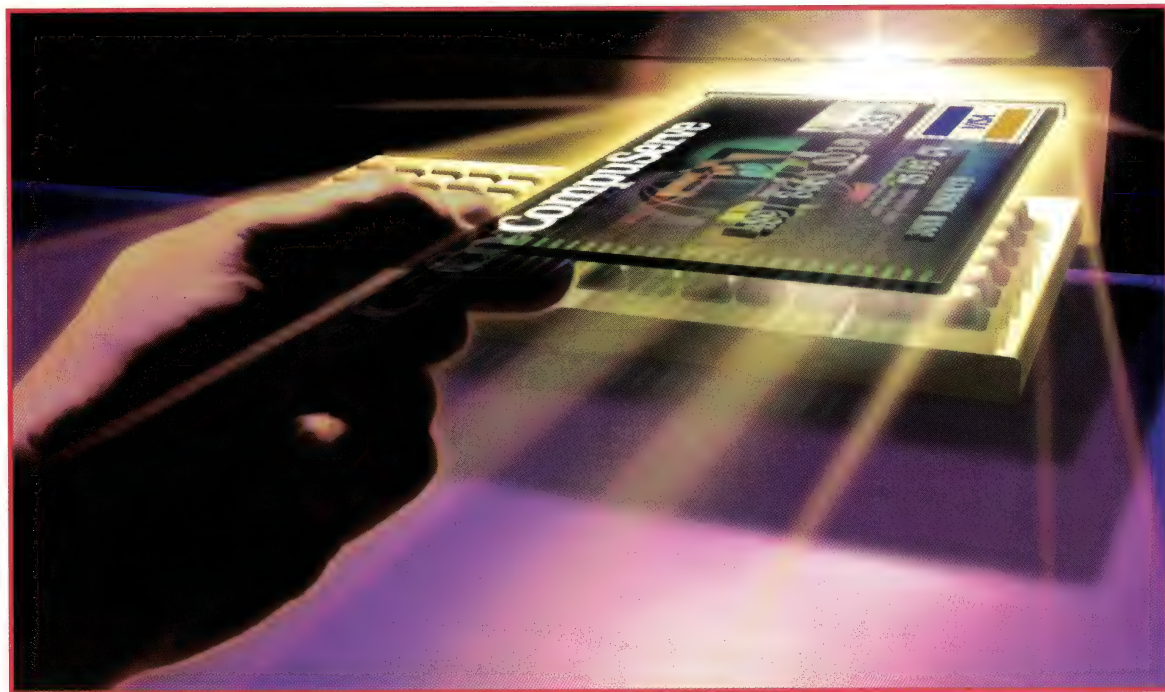
While there is no surefire way to avoid crime, how can average citizens protect themselves? Randy Davison, a central-Florida beat cop active in the Safetynet Forum, says being alert at all times is the best overall defense. "Be cognizant of your surroundings, both at home and while you're out. Criminals would rather not be seen, heard, or noticed, and vigilant people do not as often fall victim as those who are not."

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Safety in Uploads: Crime-Prevention Files

The Time-Warner Crime, Safetynet, and Missing Children forums contain numerous files offering information and advice on crime prevention. Here is a sampling.

Missing Children Forum (GO MISSING)

National Child Protection Act

A White House fact sheet on the National Child Protection Act. Library 1, "Forum Information," CHILD.TXT (2,209 bytes).

Child Protection

The National Center for Missing and Exploited Children (NCMEC) tells how to prevent crimes against children, including abduction and exploitation. Includes warning signs of possible sexual abuse. Library 5, "Child Safety," CHILDPASC (9,917 bytes).

Safety Rules

"Eight Rules for Safety" that the NCMEC urges parents to teach their children. Also includes information and phone-number contacts for the NCMEC. Library 5, RULES8.TXT (3,756 bytes).

Safetynet Forum (GO SAFETYNET)

Gun Ownership

Summary of a *San Francisco Chronicle* article on the pros and cons of having a gun in the home. Includes relevant statistics. Library 8, "Police Chatter," HOMEGU.TXT (2,962 bytes).

Missing-Children Conference

Transcript from a Safetynet conference featuring Peter Banks of the National Center for Missing and Exploited Children. Library 8, PBCO.TXT (85,836 bytes).

Time-Warner Crime Forum (GO TWOCRIME)

Personal Home Inventory System 2.1

A program for PC-compatibles that tracks the value of personal possessions and logs other information insurance companies need to process burglary claims. Library 3, "Theft/Property," PERINV.ZIP (196,023 bytes).

Preventing Car Theft

What thieves look for when stealing a car, and what you can do to make them think twice about "boosting" your vehicle. Discusses steering-wheel bars, ignition locks, and car alarms. Library 3, LQCARS.TXT (6,428 bytes).

Reporting Crimes in Progress

Why, when, and how to report suspicious activity to your local police department. Library 10, "Safety/Protection," CALL91.TXT (9,796 bytes).

Travelers' Safety Tips

The U.S. Department of State's "Crime Notice" (TA 92-136) tells you how to avoid being a victim of theft, sexual assault, and other crimes while traveling at home or abroad. Library 10, SAFTRV.INF (4,280 bytes).

Don't Be a Victim

Simple, everyday crime-prevention tips from Laura E. Quarantiello, author of the book *On Guard: How You Can Win the War Against the Bad Guys*. Library 10, VICTIM.TXT (11,704 bytes).

Home-Security Systems

What to look for when selecting a home-security system and company. Library 10, HOME29.TXT (16,589 bytes).

Violent-Crime-Victim Self-Help

The text of a self-help booklet advising victims of violent crime how to cope with its aftereffects. Library 14, "Survivors/Recovery," RWCVIC.TXT (15,020 bytes).

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fronted by a potential robber or kidnapper? Experts advise remaining calm. "If the suspect is armed, the victim should cooperate up to the point of going with the assailant," advises Safetynet's Gene Mallard, a sergeant with the Orange County sheriff's office in Orlando, Florida. "If it's money or material items the assailant wants, give them up. If he wants you to leave with him, then you must decide how to handle the situation. Be acquiescent, but take any opportunity the perpetrator may give you to flee for your life."

There are also steps you can take to deter another recent crime trend—carjacking. Quarantiello suggests looking around you as you walk toward, unlock, and enter your car. Lock the doors immediately, and keep them locked and the windows up while driving, especially when stopped at a traffic light or stop sign. Leave one-half to one full car length between your front bumper and the rear bumper of the car ahead of you when stopped, allowing room to maneuver should someone approach your car. "If you're harassed by anyone while in your car, sound the horn, flash the lights, and generally call attention to yourself," she says.

To reduce the risk of burglary, Nate Lenow, a Memphis, Tennessee-based security consultant and Crime Forum member, suggests being alert to what goes on in your neighborhood. "Alarm systems are good, but a vigilant neighborhood watch program is better," he says. Also, let your neighbors

know when you're typically gone so they'll know if any unusual activity is occurring at your house.

Leaving empty boxes from high-ticket-item purchases, such as electronic equipment, by the curb for trash pickup is another way to attract unwanted attention from thieves, says Lenow.

Crime Forum member Colin Sword, a Phoenix, Arizona, computer-data consultant who lives in an area adjacent to an increasingly high-crime area, has taken a number of steps to protect his home and family.

He's installed a sophisticated home-security system that includes automatic area lights and three kinds of alarms: fire, unauthorized-entry, and panic alarms. Window openings are limited to three inches, and the home's all-wood doors have been replaced with steel-sheathed ones with sliding-bolt locks. "I also have a perimeter alarm for anyone coming over the fence or through the gate, and a very large rottweiler," he says.

Though having a big dog or taking safety precautions might not always foil criminals, knowing what action to take can in itself be empowering. "We must take back our streets and communities from criminals," says Sharalee Pierce. "The diversity of people on CompuServe provides an excellent way to at least keep up the awareness about crime prevention." ☐

Dan Kening is a freelance writer based in Chicago. His CompuServe User ID number is 71154,0467.

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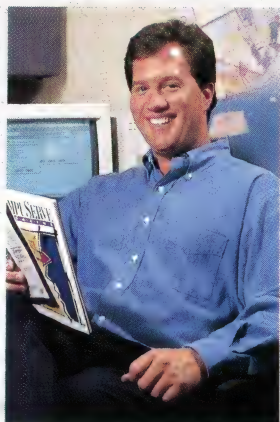
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Dear Mall Shopper:

The holiday season is here, but even if you've waited until the last minute there's still time to finish your gift shopping without losing your sanity — when you shop The Electronic Mall. This month we feature 25 great gifts you can order as late as December 20th! See pages 3 – 5.

Need still more ideas? View colorful GIF graphics of gifts in the Graphics Showcase, then shop The Mall's Holiday Gift Guide for online, on-the-spot ordering. This year The Mall's online Holiday Bazaar is filled with promotions and prizes, plus a guide to stores offering rush delivery. See page 10 for details.

Welcome this month to six new stores on The Electronic Mall: Cambridge SoundWorks (GO CSW), Tomorrow's Child (GO TOM), CMS Home Mortgage Corp. (GO CMS), Entertainment Drive Ltd. (GO ESTORE), UPS Worldwide Services (GO UPS) and Millennium Power System (GO MCP). Stop by and visit them — or any other Mall store — connect-free, 24 hours a day.

Happy holidays!

Keith Arnold

Keith Arnold
Electronic Mail Manager



Delight her with a "souper" porcelain collectible doll.

Meet the adorable 125th Anniversary Doll called Chicken Soup — one in a series titled "1990's Campbell Kids™" by artist Pat Loveless. This all porcelain doll is a limited edition of 25,000, comes with stand and Campbell's Soup recipe book. Hand numbered with certificate of authenticity. 10½" high. Licensed by Campbell Soup Company.

**HOME SHOPPING VALUES. GO HSV
#14409 CAMPBELL SOUP COMPANY'S
PORCELAIN DOLL \$79.95**



Look to JCPenney for the perfect holiday gift.

Give a JCPenney gift certificate — always appreciated and so convenient! Order \$5, \$10, \$25, \$50 and \$100 certificates online. Tell us the name and address of the recipient and we'll send the certificates to them in your name. Or, if you prefer, we'll send them directly to you.

JCPENNEY. GO JCP

Save up to 50% on all your holiday gifts at Shoppers Advantage Online.

Looking for the perfect gift for someone special? Worried about your budget? Look no further! Shoppers Advantage Online can save you up to 50% on over 250,000 brand name products. Everything from cameras, stereos, fine jewelry and clothing to sporting goods, TVs, computer equipment and more. Go online for details.

SHOPPERS ADVANTAGE ONLINE. GO SA



*Some RUSH delivery charges may apply on some products. Check each store's delivery section online for details.

**Great Gifts
You Can Order
As Late As
December 20th!***



Taittinger Champagne

A champagne with finesse and delicacy. Taittinger Brut La Française, \$57. Taittinger Comtes de Champagne, \$144. Includes gift wrap and delivery.

LIQUOR BY WIRE. GO LBW



Nutcracker Sweets

Milk chocolate toy soldier (07-01-084), 12" H. \$40
Gold gift box of chocolate tortoiseshells (07-01-085), 20 oz. \$33 Gift-wrapped. Two-day delivery included.

ADVENTURES IN FOOD. GO AIF



FTD Starlight™ Bouquet

Fragrant greens combine with pompons, carnations, pine cones and a star candle for a beautiful centerpiece. \$54.95

FTD ONLINE. GO FTD



Chocolate Lover's Gift Basket

From the Ghirardelli chocolate factory of San Francisco. Mug, gourmet coffees, cookbook, nostalgia tin of Ghirardelli chocolates. \$48.95

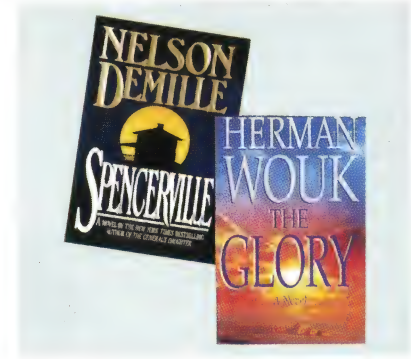
COFFEE ANYONE??? GO COF



Charming Woodland Santa

A natural, outdoorsy Santa holding a canvas bag filled with greens, fruit and an animal. Tree-top or table-top. Stands 14" tall. \$35

WALTER KNOLL FLORIST. GO WK



Great Reading at 20% Off

Select from hundreds of titles like Herman Wouk's new best-seller, *The Glory*, \$24.95, and Nelson Demille's latest mystery *Spencerville*, \$23.95.

**TIME WARNER ELECTRONIC PUBLISHING BOOKSTORE.
GO TWEPB**



Swiss-Quality Watch and Knives by Wenger at 25% Off

Discover true quality. Handyman knife (top left), sale \$34.50. Watch and knife set, sale \$93.75. Golf Pro knife (lower right), sale \$31.50.

SUNGLASSES, SHAVERS & MORE. GO SUN



Choc-O-Gram Message

Create your own fun message with cream-filled Belgian chocolate letters. Gift-boxed. Limit, 60 spaces. \$29.95

THE GIFT SENDER. GO GS

**Great Gifts
You Can Order
As Late As
December 20th!***



Christmas Centerpiece

This holiday centerpiece is filled with red carnations, white snowdrift pompons, red candles and festive greens. \$44

800-FLOWERS & 800-GIFTHOUSE. GO FGH



Tower of Fruit Delights

Golden tower includes Navel oranges, Ruby Red grapefruit, glazed fruits, Key Lime cookies and fruit drops. \$39.95 Delivery included.

FLORIDA FRUIT SHIPPERS. GO FFS



Pineapple-Shaped Teapot

Popular pineapple motif, brilliantly colored and glazed. \$40

THE METROPOLITAN MUSEUM OF ART. GO MMA



Filet Mignons

Six tender, juicy, 5-oz. filet mignons in a gift pack. \$29.95, regularly \$52.

OMAHA STEAKS. GO OS



Cozy Co-ed Terry Robe

Who says a gift can't be both practical and personal? It can if it's a monogrammed 14-oz. Cotton Terry Robe. \$59.50

LANDS' END. GO LANDS



Next Generation™ Star Globe

Brilliantly lit dome captures a pair of Klingon "Birds of Prey" in flight against a dramatic stellar backdrop. \$69.95

HAMMACHER SCHLEMMER. GO HS



Secret of the Savannah Bath Collection

Botanical extracts and essential oils relax sore muscles, relieve stress. Gift-boxed. For men and women. Sale \$29.99, usually \$40.

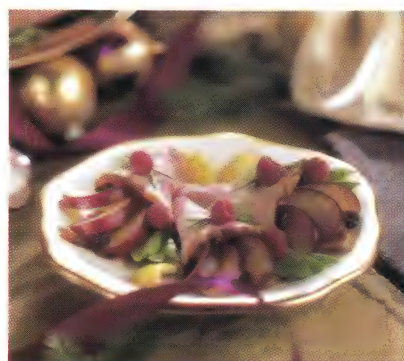
HEALTH AND VITAMIN EXPRESS. GO RX



Angel-in-White Music Box

A little Christmas song comes in this sparkling musical jewelry box. Gift-wrapped. \$48

BRETON HARBOR GIFT SERVICES. GO BH



HoneyBaked Hams for the Holidays

For memorable gifts or your own holiday gathering, choose the authentic Spiral-Sliced HoneyBaked Ham, turkeys, desserts and more!

HONEYBAKED HAM. GO HAM

*Some RUSH delivery charges may apply on some products. Check each store's delivery section for details.

FREE SHIPPING 24 HOURS A DAY, 365 DAYS A YEAR



Namiki Retractable Fountain Pen

World's only retractable fountain pen. Matte black, 14K gold nib. Sale, \$79. Order No. PIL-60260.

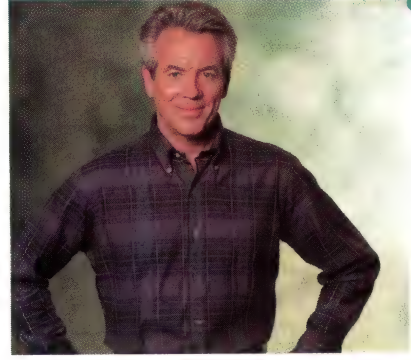
PENNY-WISE OFFICE PRODUCTS. GO PW



Golf Ball Six-Pack and Tees

Gift-boxed set of six Spalding Top-Flites, \$25. Decorated glass filled with golf tees, \$15.

BROOKS BROTHERS. GO BR



Cotton Twill Sport Shirt

Handsome and comfortable. Classic buttondown collar. Plum. In S, M, L, XL and XXL. \$32.50

PAUL FREDRICK MENSTYLE. GO PFS



Lined Isotoner® Gloves for Men and Women

Ultra smooth lining for warmth without bulk. Women's \$18, Men's \$19.20. Great gifts at 40% off.

HANES L'EGGS BALI PLAYTEX. GO HANES



Plush Teddy Gram

This 14" plush Teddy Bear makes a huggable gift. Gift-wrapped. \$39.99 Includes next-day shipping.

FLOWER STOP. GO FS



B-1 Bomber Dual Body Driver

The B-1 Bomber Graphite Wood is designed for super power and performance. \$179

AUSTAD'S. GO AU



Gimmee Jimmy's Cookies

Homemade cookies, no preservatives. Tins: Small, \$13.95; Medium, \$19.95; Large, \$24.95; Party-Pak, \$30.50. Absolutely fresh and delicious.

GIMMEE JIMMY'S COOKIES. GO GIM

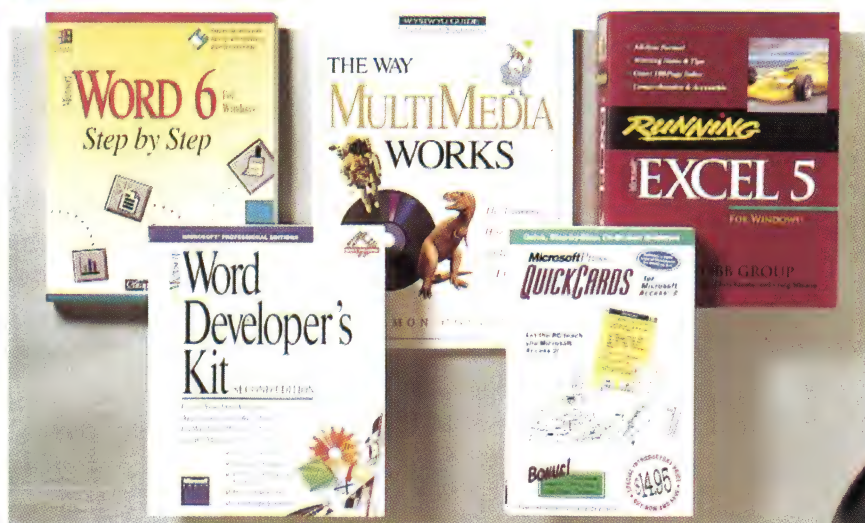


French Press Coffee Brewer

Bodum Bistro French Press Brewer makes the best-tasting coffee simply. White, Black, Red or Green. \$18.99

GREEN MOUNTAIN COFFEE ROASTERS. GO GMR





Get a \$5 connect-time bonus on every Microsoft Press order!

You'll find great gift ideas for every computer user on your list from Microsoft Press — from beginner to professional. Every title is the most technically accurate and up-to-date book available. And with every order, you'll receive a \$5 CompuServe connect-time credit!

MICROSOFT PRESS ONLINE. GO MSP

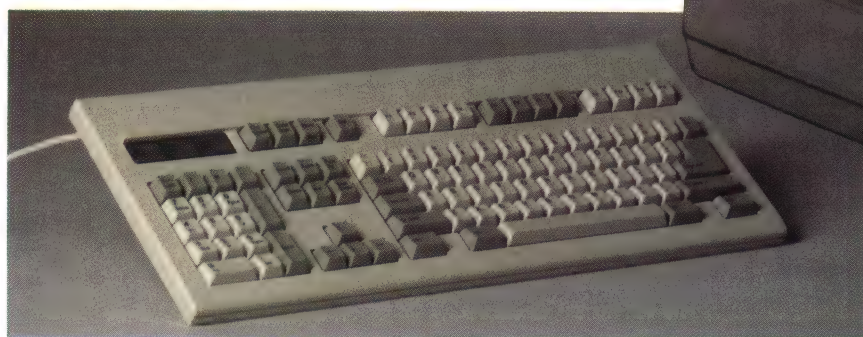


Great gifts from Computer Express . . .

Weekend Home Projects, a helpful home improvement program, features over 100 projects with 60 minutes of video, along with valuable tips and advice. *SimCity* for kids, *SimTown*, is Maxis' new strategy title. Allows children to build and manage a small town themselves.

COMPUTER EXPRESS. GO CE
WEEKEND HOME PROJECTS \$45
SIM TOWN \$35

**INTERNATIONAL
 DELIVERY
 AVAILABLE**



Give a "leftie" his own keyboard.

This left-handed keyboard makes a welcome gift for the "southpaw" on your list. The standard 101-key keyboard is laid out like other keyboards, except the numeric keypad and 13 keys are on the left side of the board. Three height adjustments. One-year warranty.

DALCO COMPUTER ELECTRONICS. GO DA
LEFT-HANDED KEYBOARD \$99

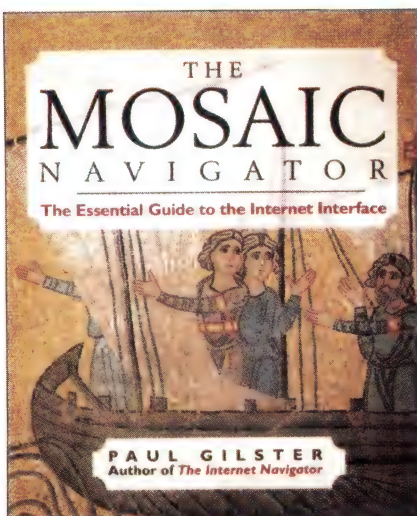
**INTERNATIONAL
 DELIVERY
 AVAILABLE**



Take the controls with the F-16 FLCS and save \$70!

The F-16 FLCS is a versatile stick with virtually unlimited programmability that looks like it was lifted right out of a jet. Four hat switches, dual trigger and three buttons for complete control.

MISSION CONTROL SOFTWARE. GO MCS
F-16 FLCS STICK
LIST PRICE \$199.95
SALE PRICE \$129



**Take a tour of the Internet with
The Mosaic Navigator.**

The *Mosaic Navigator* (0-471-11336-0) explains how to use Mosaic, the new graphical user interface. Learn how to browse the Internet, link your computer to distant hosts, transfer files, plus much more. A great gift for all Internet users.

WILEY PRO-SHOP. GO JW
THE MOSAIC NAVIGATOR \$16.95



Listen to the radio on your PC!

Now you can listen to your favorite radio station while you're working at your PC. *RadioActive* lets you control volume, manual or auto tuning, and up to eight pre-set station buttons. Fully programmable. Set it to tune in at a certain time. Fits any PC slot. DOS or Windows.

MICROWAREHOUSE. GO MCW
RADIOACTIVE \$49.95



**Enjoy full stereo sound with
Sony SRS-48 speakers.**

Sony SRS-48 speakers provide a full range bass reflex and deliver outstanding sound quality. Use them on your Mac or CD player. A terrific gift for anyone on your list.

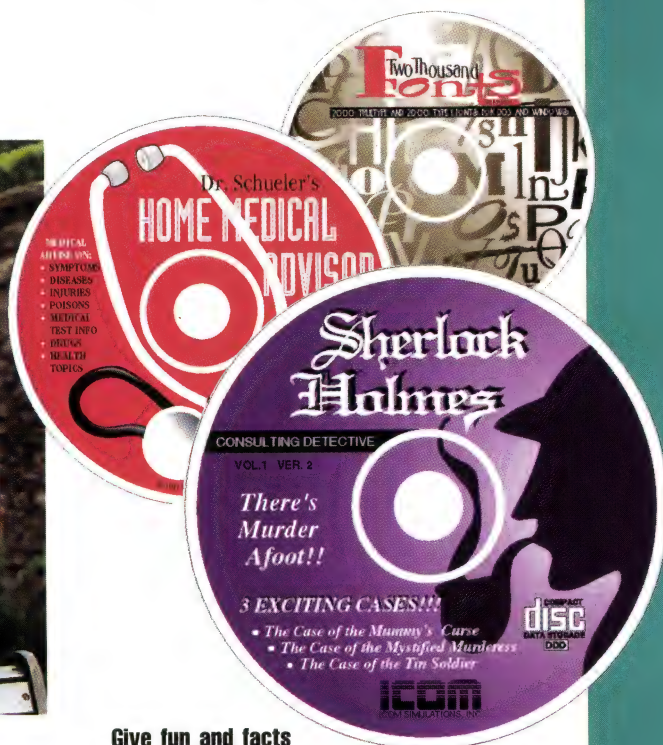
MACWAREHOUSE. GO MW
SONY SRS-48 SPEAKERS \$69/PR.



Shop the CompuServe Store for great gifts and savings.

A sure winner — *CompuServe from A to Z* is the perfect gift for computer lovers. Filled with tips, directions and "how-to's" to get more out of CompuServe. Or, try on the new CompuServe jacket. Designed exclusively for CompuServe, it's lightweight, wind and water-resistant. One size fits all. While supplies last.

COMPUSEVE STORE. GO ORDER
COMPUSEVE FROM A TO Z
REGULAR PRICE \$29
SALE PRICE \$22.95
COMPUSEVE JACKET \$39.95



**Give fun and facts
with a 10-Pack of CD-ROMs.**

An incredible wealth of information. Ten CD-ROMs that educate and entertain at an unbelievable price. Includes 2000 Fonts, Home Medical Advisor, Sherlock Holmes, PC Karaoke, Battle Chess, World Vista Atlas and four others.

SEARS SHOP AT HOME. GO SR
10-PACK CD-ROMS \$59.95

MALL REFERENCE

A wide world of shopping
at your fingertips.

Shopping has never been easier.

The Electronic Mall puts over

125 stores at your fingertips.

You can shop free 24 hours a day,

365 days a year, for a wide array

of products, information and

services. Use the handy directory

on these two pages for a complete

listing by category of Mall stores

and their GO commands. Then

GO MALL to shop online or to find

worldwide shipping information,

payment options, a detailed product

index, a directory of print catalogs,

and the latest Mall news, events and

contests. GO MALL

THE
ELECTRONIC
M·A·L·L®

No matter which pricing plan you have on CompuServe,
shopping The Electronic Mall is connect-free, 24 hours
a day, 365 days a year.

APPAREL/DEPT. STORES

AC	Americana Clothing
AU	Austad's
BR	Brooks Brothers
HS	Hammacher Schlemmer
LEGGS	Hanes L'eggs Bali Playtex JMS
HSV	Home Shopping Values
JCP	JCPenney
LANDS	Lands' End
PFS	Paul Fredrick MenStyle
SR	Sears Shop At Home
SA	Shoppers Advantage Online
SHOES	Stuart McGuire Shoes

ARTS/MUSIC/VIDEO

BBCM	BBC Magazine
CD	BMG Music Service
BOT	Books on Tape
CSW	Cambridge SoundWorks
CVA	Colonel Video & Audio
FREED	Columbia House
CCV	Critics' Choice Video
ESTORE	Entertainment Drive Ltd.
EWK	Entertainment Works
JR	Justice Records
LE	The Laser's Edge
MMA	The Metropolitan Museum of Art
NP	Narada Productions
COUNTR	New Country Music Magazine
ROCKVI	Rock Video Monthly
VID	Time Warner Viewer's Edge

AUTOMOBILES

AI	Automobile Information Center
AQ	AutoQuot-R
ATV	AutoVantage Online
CMC	Cadillac Motor Car
ESCORT	The Escort Store
FC	Ford Credit
FORD	Ford Electronic Showroom
FMC	Ford Motor Company
LM	Lincoln-Mercury Electronic Showroom
PON	Pontiac Showroom

BOOKS/PERIODICALS

BOMC	Book-of-the-Month Clubs
BOT	Books On Tape
CCB	Children's Book-of-the-Month Club
CBK	CompuBooks
DB	Data Based Advisor
DFP	Detroit Free Press
ENT	Entrepreneur Group
FCB	Fortune Book Club
HAR	HarperCollins Online
HCB	History Book Club
IUM	Information USA
IB	Investor's Business Daily
LOS	Library of Science Book Club
ZD	MacUser
MSP	Microsoft Press
MH	McGraw-Hill On-Line Bookstore
NN	NewsNet
PCC	PC/Computing
ZD	PC Magazine
PCB	PC Publications
PRC	PRC Database Publishing
PTR	PTR Prentice Hall
QPB	Quality Paperback Book Club
RANDOM	Random House Electronic Publishing
BK	Small Computer Book Club
TWEPB	Time Warner Elect. Pub. Bookstore
USM	U.S. News & World Report
WGL	Warren, Gorham, Lamont, Auerbach
JW	Wiley Pro-Shop
WS	Windows Sources
ZD	Ziff Davis Publications Online

CLUBS/MEMBERSHIPS

ATV	AutoVantage Online
CD	BMG Music Service
BOMC	Book-of-the-Month Clubs
CCB	Children's Book-of-the-Month Club
FREED	Columbia House
FCB	Fortune Book Club
LOS	Library of Science Book Club
DINE	Premier Dining
QPB	Quality Paperback Book Club
SA	Shoppers Advantage Online
BK	Small Computer Book Club
TA	Travelers Advantage

COMPUTER HARDWARE/ SUPPLIES

DP	AT&T Online Store
CE	Computer Express
CA	Concord Direct
DA	Dalco Computer Electronics
DD	Digital PC Store
PWM	Exec/Direct
HTH	The Heath Company
JDR	JDR Microdevices
MW	MacWarehouse
MZ	Mac Zone/PC Zone
MCS	Mission Control Software
MCW	MicroWarehouse
PA	Parsons Technology
PCA	PC Catalog
SR	Sears Shop At Home

COMPUTER SOFTWARE

ABSOLU	Absolut Museum
BB	Broderbund
CF	CheckFree Corporation
ORDER	CompuServe Store
CE	Computer Express
DD	Digital's PC Store
EP	Epic MegaGames
PWM	Exec/Direct
HTS	Hybrid Technical Systems
IBMPSP	IBM Personal Software Products
JDR	JDR Microdevices
LTM	The Lotus Organizer Store
MW	MacWarehouse
MZ	Mac Zone/PC Zone
MCS	Mission Control Software
MCW	MicroWarehouse
PA	Parsons Technology
PCA	PC Catalog
SAF	Safeware Computer Insurance
SD	Shareware Depot
SI	Sierra Online
SP	Softdisk Publishing



FINANCE/INSURANCE/ REAL ESTATE

- BNBG Bull & Bear •
- INC Business Incorporating Guide
- CTB Centerbank Mortgage •
- CF CheckFree Corporation •
- ▼ CMS CMS Home Mortgage Corp. •
- ▼ CNL CNL Customer Direct •
- CORP The Company Corporation
- CARD CompuServe Visa Store •
- CIC Continental Insurancecenter •
- DR Dreyfus Corporation •
- EAM Express America Mortgage •
- FC Ford Credit ■
- HRB H&R Block •
- HF HomeFinder by AMS ■
- ▼ IB Investor's Business Daily •
- TKR Max Ule Discount Brokerage ★
- RELO Relocation Network •
- SAF Safeware Computer Insurance
- CRE TRW Credentials •
- TC Twentieth Century Mutual Funds



GIFTS/FLOWERS/ GOURMET FOODS

- FGH 800-Flowers & 800-Gifthouse
- AIF Adventures in Food ★
- AK Alaska Peddler
- BH Breton Harbor Gift Services
- ▼ HAL Hallmark Connections •
- COF Coffee Anyone ???
- FG Figi's Gifts •
- FFS Florida Fruit Shippers ★
- FS Flower Stop •
- FTD FTD ONLINE
- GS The Gift Sender
- GIM Gimmee Jimmy's Cookies
- GMR Green Mountain Coffee Roasters
- HAM Honey Baked Ham •
- ▼ LBW Liquor by Wire
- MMA The Metropolitan Museum of Art
- OS Omaha Steaks ■
- DINER Virginia Diner
- WK Walter Knoll Florist

HOBBIES/TOYS/PETS

- CAMP CAMPMOR •
- GW Garrett Wade Woodworking
- IAMS The IAMS Company •
- ▼ TOM Tomorrow's Child

HOUSEWARES

- BSET Bassett Furniture
- CC Chef's Catalog •
- BEDS Dial-A-Mattress •
- HSV Home Shopping Values •
- JCP JCPenney ■
- SA Shoppers Advantage Online •

MERCHANDISE/ ELECTRONICS

- ▼ CSW Cambridge SoundWorks
- CVA Colonel Video & Audio
- CA Concord Direct ★
- CFD Crutchfield Electronics •
- ESCORT The Escort Store •
- HS Hammacher Schlemmer
- HTH The Heath Company
- HSV Home Shopping Values •
- HTS Hybrid Technical Systems •
- JCP JCPenney ■
- ▼ MCP Millennium Power System •
- SA Shoppers Advantage Online •
- SUN Sunglasses, Shavers and More



OFFICE SUPPLIES/ BUSINESS SERVICES

- INC Business Incorporating Guide
- CORP The Company Corporation
- ORDER CompuServe Store ★
- CARD CompuServe Visa Store •
- HRB H&R Block •
- TTS H&R Block Tax Training School •
- HF HomeFinder by AMS ■
- PWP Penny Wise Custom Print Shop •
- PW Penny Wise Office Products •
- RELO Relocation Network •
- UP University of Phoenix •
- ▼ UPS UPS Worldwide Services

SPORTS/FITNESS/HEALTH

- AC Americana Clothing
- AU Austad's •
- CAMP CAMPMOR ■
- CL Contact Lens Supply
- RX Health & Vitamin Express
- LENS Lens Express
- SDV SDV Vitamins ★
- SHOES Stuart McGuire Shoes •

TRAVEL/VACATIONS

- AF Air France ■
- ASU Airline Services Unlimited
- AMZ Amazing Vacation Deals
- CRUISE Compu-Cruise by Rosenbluth
- TA Travelers Advantage •

HOW TO SHOP:

Shopping The Electronic Mall has never been easier! If you're using the latest version of *CompuServe Information Manager (CIM)* software, available for DOS, Macintosh and Windows, you'll find everything on one convenient screen. With the touch of a finger you can browse product descriptions, flip back and forth between products, view full-color GIF graphics, and order right on the spot. You can even store your name, address and credit card information in the database, so you don't have to type it in each time. To shop the Mall that never closes, GO MALL.

SHIPPING:

Shopping in most stores in The Electronic Mall is available to CompuServe members around the world. Certain postal, national and trade laws prevent certain Electronic Mall merchants from being able to ship their goods to all areas. The following guide will help you with your store selection:

- U.S. Only
- U.S. and Canada

- ★ Please go online for details
- All other merchants ship worldwide.

▼ The Electronic Mall is pleased to welcome our newest merchants!

GO MALL





Shop The Mall for the Holidays

Wrap up your shopping in the wink of an eye on The Electronic Mall. Shop The Mall's online Holiday Gift Guide for ideas for everyone on your list.

The easy-to-use guide is organized by category for quick browsing. Take a look at some of the categories: *Pearls & Other Pleasures*, *High-Tech Toys*, *Rudolph's Ransom*, *Visions of Sugar Plums*, *Babes in Toyland*, *The Big Splurge* and many more!

Even if you've waited until the last minute, you'll find a "speedy Santa" on The Mall who can help!

Visit the online guide to rush delivery to find stores offering one-, two- and three-day delivery.

You can also search for great gifts by price range and view dozens of GIF graphics of holiday gift ideas. To shop The Mall's Holiday Gift Guide and check out the fun in the Holiday Bazaar, GO HOL.



Have yourself a personalized little Christmas.

Celebrate the season by sending personalized greeting cards from Hallmark Connections. Choose from a wide range of styles from humorous to traditional and religious. Order your cards online today and we can save you precious holiday mailing time by sending them directly to your friends and relatives. Browse our selection online.

HALLMARK CONNECTIONS. GO HAL

THE COMPUERVE COMMITMENT TO ELECTRONIC SHOPPING

As a CompuServe shopper, you are on the leading edge, shopping today the way the rest of the world will shop in years to come — electronically!

We are continually striving to expand our roster of stores to provide you with the best products, services and information available. We welcome your comments and suggestions.

GO MALLMANAGER

SHOPPERS
GUIDE



Save \$70 and make holiday travel easier with the Travelpro® Rollaboard™ Suit Carrier.

Roll right past those long lines at the baggage claim. Carry everything on board with you in your suitcase on wheels. The Travelpro Rollaboard Suit Carrier is like two pieces of luggage in one. One side works like a garment bag, the other like a suitcase — only roomier.

**AIRLINE SERVICES UNLIMITED. GO ASU
TRAVELPRO ROLLABOARD SUIT CARRIER**
LIST PRICE \$270
SALE PRICE \$199.95



Track UPS packages right from your computer.

Easy to install UPS MaxiTrac® software lets you call up UPS delivery information instantly via modem. Gives online access to UPS package status and delivery details for bar-coded tracked packages. For Windows. UPS Air Services Starter Kit also available.



UPS WORLDWIDE SERVICES. GO UPS
UPS MAXITRAC SOFTWARE \$9.95
UPS AIR SERVICES STARTER KIT \$9.95

Wake up to an entertaining hol-E-day!

The Talk Soup coffee mug is part of the exciting new Entertainment Drive Ltd. store. Shop for special promotional items — some available nowhere else — from your favorite movies and TV shows! Visit the forum, shop the store!

ENTERTAINMENT DRIVE LTD.
GO ESTORE



For cellular power, the only choice you need is Millennium® Cellular Power System.

Millennium Cellular Power System gives you the power you need, the way you need it. From Power Packs for state-of-the-art power, to Power Savers™ that power your handheld phone from the car and Mobile Chargers™ that let you charge your handheld phone battery while you're using it, Millennium Power System gives you the power to keep in touch. Complete details online.

MILLENNIUM POWER SYSTEM. GO MCP



Shop for a home mortgage right from home.

CMS Home Mortgage Corp., one of the most innovative mortgage banking companies in the country, is now online to give you personalized help in financing your home. Apply online for the CMS Buyer's Authority Card, the mortgage credit card that says your home loan is pre-approved. Interested in borrowing flexibility? Refinancing? Home equity loans? Interest rates? Visit us online.

CMS HOME MORTGAGE CORP. GO CMS





NEW
MERCHANT

Delight someone special with a new "best friend" from Tomorrow's Child.

Tomorrow's Child offers charming, premium quality stuffed toys for the stuffed animal lovers in your life. Overnight delivery and gift wrapping are available for single animals, unique stuffed animal play sets and large size Floor Companions™. We also feature a large line of inflatable toy sets, party packs, pool sets and inflatable boats. Stop in for a visit online and request your **free** catalog today.

TOMORROW'S CHILD. GO TOM



Consider a Digital PC this holiday season.

Trying to find the perfect something for that special someone? A favorite with many Digital customers is the Digital Celebris system. It's especially easy to set up and use, and to configure to your exact specifications. No matter what your budget, you'll find a wide variety of exciting gift ideas at the Digital PC Store. Visit us online today.

DIGITAL PC STORE. GO DO



1995 Lincoln Mark VIII . . . 280 wild horses in a turn-of-the-century setting.

The 21st Century, that is. The Mark VIII's 32-valve, four-cam, 280 hp V-8 will launch the car from 0 to 60 mph in just 7.9 seconds. Elaborate engineering creates a lightweight, powerful engine that's smooth and quiet. Go online for details, to view or download color illustration and to order **free** brochure.

LINCOLN-MERCURY SHOWROOM. GO LINCOLN



NEW
MERCHANT

Save on speakers by Henry Kloss at factory-direct prices!

Cambridge SoundWorks makes speakers and music systems designed by Henry Kloss (founder of AR, KLH and Advent). We sell them — as well as components by Sony, Pioneer, Philips and Carver — factory-direct, with no expensive middlemen. 30-day, no-questions-asked return policy. For more information or a **free** catalog, visit us online.

CAMBRIDGE SOUNDWORKS. GO CSW

NOW ON COMPU SERVE!

VISIT US ON THE ELECTRONIC MALL.

- Browse **FREE** of Charge in the Mall!
- Order the latest Mac & PC Products
- 24 hours a day!
- Get Overnight Delivery!

GO MW

GO MCW

 **CompuServe**
The information service you won't outgrow.™

FREE CATALOG SUBSCRIPTION!

Check the appropriate box to receive your FREE 1-year subscription and mail coupon to:
1720 Oak Street, Box 3031, Lakewood, New Jersey 08781

Name _____

Address _____

Apt. _____

City _____

State _____

Zip _____

(Expect to receive your first issue in 4-6 weeks).

☐ **MacVAREHOUSE** ☐ **MicroVAREHOUSE**



Downloadable Notables

Downloadable Notables is a monthly catalog of new and interesting uploads compiled by associate editor Christopher Galvin. You can suggest a file for mention by sending the full forum file description (including forum name, library, file name, size, title, and summary) and a note explaining why it caught your fancy to CompuServe User ID number 71154,74. *Do not send the file itself or questions regarding listed files. Program authors may recommend freeware only.* Many mentioned programs are shareware; view the full file description online for details, and please support the shareware concept. If you cannot locate a file, check the forum's News Flash for late changes or post a message within the forum to *SYSOP asking for assistance.

FIGHTING BACK—Be a smarter consumer with the loads of helpful files in the Consumer Forum (GO CONFORUM).

Library 3, "Banking & Credit"

Credit FAQ—A lengthy frequently-asked-questions file from the Internet about credit and debit cards, buying rights, billing errors, credit bureaus and reports, and fixing bad credit.

INTCRD.TXT (110,951 bytes) **T**

Library 4, "Fight Back Columns"

Fight Back!—The archived text of consumer reporter David Horowitz's syndicated column, covering topics such as charity phone scams and food safety.

Search on *.TXT (4,000 bytes) **T**

Library 7, "Insur/Priv/Tax/Safe"

Records Access—How private are your medical records? This explains who has access, how to find out what's in them, and how to block access.

PRIMED.TXT (12,095 bytes) **T**

Library 10, "Money Savers"

Nickel-and-Dime Stuff—A list of "cheapskating" newsletters, with info on coupons, rebates, and more.

CHEAPY.TXT (2,053 bytes) **T**

Library 13, "Telephone/Mail/Etc."

Make Them Go Away—How to put an end to unwanted telemarketing phone calls that always arrive at dinnertime.

ENDCAL.TXT (11,912 bytes) **T**

PC CHECKERS—Find all variety of diagnostic and related utilities in the IBM Hardware Forum (GO IBMHW).

Library 1, "Disk/Disk Utils"

MEG—This program shows PC disk-drive info as large, easy-to-read pie and 3-D graphics (percent free, free, used, and total space). Supports network, disk, floppy, and CD-ROM drives. CPU ID and speed tests to .01 MHz.

MEG.ZIP (120,360 bytes) **W**

QBENCH—A benchmark determining a drive's access time across the four types of access, providing a truer measure of average access time.

QBENCH.ZIP (165,580 bytes) **D**

SpeedKit—Contains the shareware versions of the HyperDisk, HyperKey, and HyperScreen disk-cache utilities. Compatible with most disk-compression products.

SPKT46.ZIP (423,894 bytes) **D**

Library 2, "Printer Utils"

DeskJet Survival Kit—Several utilities for this series of printer, including a memory-resident address grabber for printing two sizes of envelopes and a utility for printing two, four, or eight pages of text on one page.

INKJET.ZIP (169,472 bytes) **D**

Laser Clean—Removes built-up electrical charges on a laser printer's drum by printing a black page.

LZC26.ZIP (61,056 bytes) **D**

Library 4, "Gen. Hardware"

SPTTEST—A serial-port diagnostic program designed to test any of the four standard ports in an IBM-compatible PC.

SPTTEST.ZIP (7,959 bytes) **D**

Vendor List—A ZIPped-text rundown of 600 hardware-support BBSs in the U.S. and Canada.

SUPBBS.ZIP (15,075 bytes) **T**

NEW MAC APPS—Check out the Macintosh Applications Forum (GO MACAP) regularly for useful and unusual programs.

Library 15, "Misc. Applications"

Ring!—Listening to music while working away? Ring visually and audibly informs you of an

This Month's FILE CLUSTER

It sounds like a festive holiday decoration or a fruitcake-like confection passed from one generation to the next, but the File Cluster is merely downloadable files from various CompuServe forums that make use of the same keyword. This month: We trash these honored "credit" plates in keeping with tradition, and hope the PC Santa installs this "sound" and "video" addition: CARD.

Card Collectibles—This list is a comprehensive price guide to non-sport-and-entertainment trading cards, listing sets released since 1960. Also, browse the forum's libraries for GIFs of trading cards and collection-managing software. Collectibles Forum (GO COLLECT), Library 3, "NonSports & Comics," NSC.TXT (72,180 bytes). **T**

Un-Supermarket—Before you break out the plastic to buy food, read this article pointing out potential dangers of using your bank credit card. Consumer Forum (GO CONFORUM), Library 3, "Banking & Credit," GROCCR.TXT (3,803 bytes). **T**

Home-Cookin' Label—This clip art (800 x 600) reads, "Original Recipe From Love's Kitchen," suitable for framing, note cards, or jelly jars. In 16 colors, but prints well in gray scale. Cook's Online Forum (GO COOKS), Library 15, "Tools and Books," LOVE1.GIF (22,544 bytes). **G**

What's a Window Card?—Such was the discussion in this late-1993 forum conference with Becky Ericson about these constructions made from card stock, confetti, tape, glue, and acetate. Crafts Forum (GO CRAFTS), Library 8, "Paper & Stamping," NOV93.CON (24,216 bytes). **T**



SILVER MOON GRAPHICS

GIF Wishes—This "greeting GIF" is a holiday scene with decorated tree, roaring fire, and frosted windows. Send it to an online pal. Earth Forum (GO EARTH), Library 0, "Graphics/Animation," HOL92A.GIF (114,508 bytes). **G**

Memory Master—This freeware DOS flash-card study program stores up to 250 cards or question/answer pairs per file. With built-in extended ASCII editor for writing your own files. Education Forum (GO EDFORUM), Library 2, "Ed Software," MEMMAS.ZIP (110,360 bytes). **D**

To Be a Merchant—This outlines basic merchant-credit-card acceptance criteria for new, home-based, and mail/telephone-order businesses, as well as whom to contact to get your business set up. Entrepreneur's Forum (GO SMALLBIZ), Library 5, "Finance/Accounting," CRECRD.TXT (4,903 bytes). **T**

Learn Latin—That's what you can do with this flash-card program. Has basic vocabulary drills with support of macronized long vowels (with VGA). Foreign Language Forum (GO FLEFO), Library 4, "Latin/Greek," LATINP.ZIP (24,425 bytes). **D**

Multimedia Decisions—A list and comparison of various CD-ROM drives and sound cards. Gamers Forum (GO GAMERS), Library 6, "The Multimedia PC," CDSND.TXT (18,405 bytes). **T**

Key to Mentioned Files

D DOS	O OS/2
G Graphics	T Text
M Macintosh	W Windows

incoming phone call when your modem is hooked up to one of the serial ports.

RING!.SIT (41,344 bytes) **M**

Misebirakasu—Like DisplayDA, this online "knowledge solution" documentation system provides a simple means of displaying and accessing small amounts of useful text. Can be customized to display graphics-based and text information of any size.

MISEBI.SIT (138,752 bytes) **M**

DiskCat—This control panel and extension automatically catalogs all of your 3.5-inch diskettes onto a hard drive, meaning you can, through the Finder's "Find" function, locate files on "offline" diskettes. Selecting a located file tells you which diskette to load.

DISKCA.SIT (35,584 bytes) **M**

FirstLight—Replace the "Welcome to Macintosh" dialog with something more exciting: a favorite artwork or photograph, poem, or personal re-

minder. Use the provided "libraries" of material, customize them, or build your own.

FLT10.SEA (140,032 bytes) **M**

What's My I.Q.?—Figure it out with this test of your ability to reason and think logically. Adjusts for test taker's age; color Mac needed.

IQTEST.SEA (317,440 bytes) **M**

MILITARY NEWS—Veterans and active U.S. Armed Forces members can find timely updates and service logos in the Military Forum (GO MILITARY).

Library 7, "Today's Military"

Janes on Defense—Weekly, read issues of this respected newsletter by the world-renowned publisher of books on ships and aircraft. Contents include developments and news in the world of military hardware, and updates on current military actions around the globe.

Search on JANES* (5,000–10,000 bytes) **T**

Old Game With a New Deck—Karnoffel is the oldest known trick-taking card game. This article gives rules and strategies for this four-player game. Living History Forum (GO LIVING), Library 12, "Arts and Sciences," KARNFL.TXT (5,161 bytes). **T**

Clickable Card—This nifty little Mac program lets you paste a PICT of your business card and turns the image into a stand-alone application. Macintosh Applications Forum (GO MACAP), Library 6, "Gen. Business/PIMs," CALLIN.BIN (6,016 bytes). **M**

Wild West Game—Faro was the most popular banking card game of the frontier days, with more than 180 betting possibilities with each hand. Old West Faro re-creates it in color. Includes manual. Macintosh Entertainment Forum (GO MACFUN), Library 4, "Board/Ed/Card Games," OWFARO.SEA (430,080 bytes). **M**

Gin!—The rummy kind, that is: Gin Rummy Challenge lets you play against the computer or modem-to-modem with friends. Has interactive help and voice-mode chat during games. Freeware. Modem Games Forum (GO MODEMGAMES), Library 9, "Chess/Board/Chat," RUMMYX.EXE (110,407 bytes). **D**

Merry 3-D Christmas—From Micro Madness Software, an animated VGA "Christmas card" that opens to reveal a message, and then closes to a wintertime scene of ice skating and accumulating snow. Includes a medley of music and controls for sound, snow, and lights. Multimedia Forum (GO MULTIMEDIA), Library 3, "Animation," PCG.ZIP (232,702 bytes). **D**

Privacy Watch—ZIPped-text issues of *Privacy Digest* from the Internet keep tabs on privacy concerns in the Info Age, especially with credit, telephone calling, and bank cards. NCSA InfoSecurity Forum (GO NCSAFORUM), Library 2, "Ethics/Privacy," file format P5_XXX.ZIP (5,000–13,000 bytes). **T**

Navy News—Weekly updates on U.S. Navy policy and happenings worldwide.

Search on NV*.* (5,000–25,000 bytes) **T**

Air Force News—Regular updates of the airborne force's headlines.

Search on AF*.* (5,000–20,000 bytes) **T**

Library 12, "Military Graphics"

Insignia Images—TIF and BMP versions of the various armed forces' divisions' and reserves' logos are available for use in desktop wallpaper and print material.

Search on *.TIF or *.BMP (25,000–35,000 bytes) **G**

TALK ABOUT POP MUSIC—Just a reminder that the Recording Industry Forum (GO RECORD) contains biography files, tour-date information, WAV-format sound samples, and GIF images of your favorite artists and recent album-cover art, all in libraries stocked by major (Warner Bros., PolyGram, Virgin, Geffen, and more) and "indie" recording companies. Your best bet is searching all libraries using the artist's last or only name (such as SEAL or PRINCE), or a word from the band's name (such as DEPECHE or STONES), as the keyword.

CLOSE TO HOME—The renovated Time-Warner Home Forum (GO TWHOME) now features an impressive collection of shareware and information files for concerns from buying versus renting to mortgages and budgeting to home construction and repair.

Library 2, "Real Estate/Land"

Home Inspector—Prospective home buyers can, with this program's detailed checklists and tips, look beyond appearances to learn a house's true condition before making an offer.

HOMINS.ZIP (58,255 bytes) **D**

Library 5, "Repairs/Remodeling"

Carpenter's Dream—This estimation-and-measurement program for contractors and homeowners covers financial guesswork on concrete, decks, roofs, and more. Finds spaces between posts; does other math and conversions.

WORKHO.ZIP (242,176 bytes) **D**

Library 12, "Safety/Security"

Hints Not From Heloise—The complete (ZIPped) text of Young's *Scientific Secrets*, an 1861 book of nostalgic recipes and formulas for furniture polishes, beers, wines, and directions on interpreting flowers' "language."

SECRET.ZIP (88,909 bytes) **T**

Library 13, "Furnish/Decorate"

Furniture HyperTextBook—A Mac HyperCard stack with information on the history of furniture covering the major periods, styles, and names you need to know when shopping.

FURNIB.SIT (44,032 bytes) **M**

Library 18, "Homemaking/Money"

Winning Bid—PC shareware that provides a guide to attending, bidding, and buying at auctions, describing auction kinds, rules, strategies, and info on finding government auctions.

WINBID.ZIP (62,194 bytes) **D**

Family-Tree Groups—Looking for ancestry info? This collection of Windows Cardfiles lists almost 5,000 sources of genealogy data in the U.S. and Canada. Genealogy Forum (GO ROOTS), Library 9, "Societies & Org.s," GENSRC.ZIP (237,739 bytes). **W**

Chips, Ahoy!—A nicely rendered ray-trace drawing of a computer card, with chips, resistors, and whatnot. In JPEG format. Graphics Developers Forum (GO GRAPHDEV), Library 3, "Hall of Fame," CARD.JPG (142,848 bytes). **G**

Beginner Database—Little Lists is a DOS database program that keeps it simple, creating the structure you want without prior knowledge of programming. View/add/change records, print columnar reports and labels, sort any way you like. Human Sexuality and Relationships Open Forum (GO HSX100), Library 7, "Software Exchange," LITTLE.ZIP (196,613 bytes). **D**

Punch In, Punch Out—QuickTrax TimeCard is a full-featured, network-ready time-card program, with 20 kinds of reports and printing/acceptance of bar-code name badges. Track time by department, account, or attendance codes. IBM Applications Forum (GO IBMAPP), Library 6, "Business Apps," QTC24I.ZIP (567,676 bytes). **D**

Credit-Card Info—A file describing three low-cost publications that will help you obtain a low-fee or no-fee credit card, help you get credit with a poor history, and explain how to clear up mistakes in your credit history. Investors Forum (GO INVFORUM), Library 7, "Fin'l Plan./Taxes," CRCARD.TXT (9,005 bytes). **T**

U.S. Lotto—Some concise info on the United States' Green Card lottery and an application for registering in the same, uploaded by an immigration attorney. Japan Forum (GO JAPAN), Library 12, "JET & Education," LOTTRY.ASC (3,954 bytes). **T**

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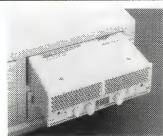
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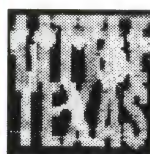
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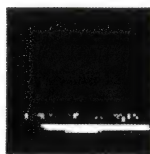


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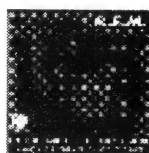
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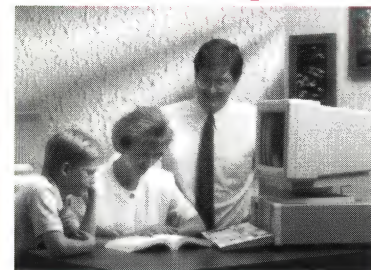


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Readers' Writes

How to Get the Most Out of CompuServe

with Charles Bowen



Charles Bowen is a contributing editor of CompuServe Magazine, author of CompuServe From A to Z, and co-author of How to Get the Most Out of CompuServe, both from Random House.

Is there a TV-listing guide somewhere online?

Mike Hodkin
Muncie, Indiana

Library 10, "PEG," of the Consumer Electronics Video Forum (GO CEVIDEO) is devoted to the Personal Entertainment Guide, which each week provides a list of more than 10,000 programs and movies. The database can hold up to three weeks of data for a total of 35,000 programs and movies.

Is there some sort of forum database that I could browse to aid in locating forums of interest?

Trent Watkins
Atlanta, Georgia

There are several easy ways to find forums. The fastest is with the "Find" command. If you are using one of the CompuServe Information Manager packages, select "Find" from the Services menu and, in the resulting dialog box, enter a word (such as MUSIC) describing the topic you are interested in. The system then searches for forums and other features relating to that topic. If you are using a communications program other than CIM, you can use the same "Find" option by entering at any ! prompt FIND followed by the keyword, such as FIND MUSIC. Also, you can search the system index for forums and other features and even get a list of all the features you want. Enter GO INDEX to reach the index feature.

I travel at least once a year to France, and each time I have to spend time brushing up my French to a stan-

dard that will at least ensure I can eat. Is there any way I can improve my language skills online?

Phill Humphries
Liverpool, England

The Foreign Language Forum (GO FLEFO) has message-board sections devoted to conversations in various languages, including French. Also, if you're looking for some real-time practice, note that Channel 16 of the CB Simulator's General Band (GO CB) is called "Parlez Vous Francais."

A duck, a farmer, and a rabbi go into a bar... Does CompuServe have a forum dedicated purely to jokes? Or do the political forums serve this purpose?

David Seppala
Austin, Texas

... And the pig got up and slowly walked away...

Some forums have sections devoted to humor. Check out the Comics/Animation Forum (GO COMICS), which has Library 17 devoted to "WITSIG," at one time a forum unto itself dedicated to humor. Also, check the Literary Forum's (GO LITFORUM) Library 8, "Comics and Humor." But some of the best jokes are tucked away in other forums. In July 1993, *CompuServe Magazine's* File Cluster feature went looking for HUMOR-keyworded files and found a file of lawyer jokes in the Legal Forum (GO LAWSIG, Library 14, LAWJOK.DOC), radio humor in the Broadcast Professional Forum (GO BPFORUM, Library 5), and one-liners for public speaking in the Working From Home Forum (GO WORK, Library 2, HUMOR.SPK).

I know stocks from U.S. exchanges are available from CompuServe. How about stocks at the Canadian stock exchange?

Rey Carolino
Etobicoke, Ontario

In general you can find Canadian stock prices in the historical quote databases (GO PRICES), which include next-day reports for Toronto and Montreal Exchange stocks. For background, visit the Investors Forum (GO INVFORUM) and see the text file called TORONT.THD in Library 11, which is a transcript of a message-board conversation about Canadian stock data on CompuServe.

Where on CompuServe can I find information about PCMCIA devices and their standards and software?

John R. Koehring
Tempe, Arizona

Visit the PC Vendor F Forum (GO PCVENF), which has a message board/library section on the topic. Also, check out the Intel Forum (GO INTELFORUM), which has a topic set aside for PCMCIA fax modems. Also visit the HP Handheld Forum (GO HPHAND) and the HP OmniBook Forum (GO HPOMNIBOOK) for using the cards with HP Palmtops or OmniBooks.

I work with an import-export firm, and we are always looking for trade leads. Is there a forum where we can get such leads?

Wilson Ng
Cebu, Philippines

Look into the International Trade Forum (GO ITFORUM). It's intended for discussion of world business and all its facets.

Is there a classified section on CompuServe where I can place ads for my business?

Leon Miller
Teaneck, New Jersey

GO CLASSIFIEDS to reach the system's classified section. It invites users to buy, sell, swap, or give away goods and services. Reading messages is free; posting an ad is surcharged. To read ads, select a category (employment/education; job search; DOS computer/software/accessories; Apple/Mac computers/software; other computers/software; business services/investments; travel; real estate; cars/boats/planes/RVs/cycles; electronics/hobbies/collectibles; occasions/announcements/reunion; miscellaneous info/merchandise). Each is further divided into subsections. To enter a classified, select "Submit an Ad" from the main menu. Pick the category and subcategory that best match your entry, and you are prompted for the subject used by readers in the Browse mode. The ad itself is limited to 25 lines. The cost depends on the size of the message and the length of time it will be on display. A one-line (70 characters) ad for seven days is priced at \$1, while 14 days is \$1.50.

Send questions to CompuServe User ID number 70007,411. If your question is answered in this column, we'll apply a \$25 connect credit to your CompuServe account.

This month's runners-up are *Woman's Face & Cloudy Sky*, by Jean-Pierre D'Zahr, found in the Photography Forum's (GO PHOTOFORUM) Library 6, "GIF/JPG/People/Kids," as file WOMAN.JPG (170,240 bytes); and *Yellow Throated Pink Daylily*, by Lloyd Fortney, found in the Gardening Forum's (GO GARDENING) Library 3, "Flowers/Bulbs," as file PDAYLY.JPG (55,056 bytes).



A cartoon illustration of a bank teller and two customers. The teller, a man with a mustache and a grey vest, stands behind a counter. He says, "I'll write you a check." To his left, a customer in a white shirt says, "You still have more." To his right, another customer in a green shirt holds a pen and a checkbook. On the counter, there are stacks of money and a small cash register.

TABLE FICCU

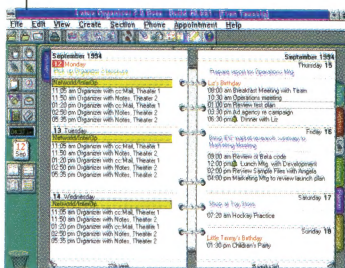
UPDATE



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Access more than 1,400 high-quality GIF images in the Bettmann Archive Forum. Pictures cover topics including people (such as Samuel Clemens, a.k.a. Mark Twain, shown above), history, nostalgia, disasters, horror, science, sports, and war. Also, in the "Stars & Showbiz" library, access vintage Hollywood-movie posters in full color. New material is uploaded weekly. Discuss the images in the message sections and post requests for future content. GO BETTMANN



Lotus Download

From Dec. 6 through Dec. 15, ZiffNet members can download a stand-alone version of Lotus Organizer 2.0, a personal-information-manager application, for only the cost of connect time. This new version sports more than 100 features, including 30-day calendar view, conflicting-appointment booking, categorization across entries, and shared calendars. In addition, for only \$49, members can upgrade to the network version featuring group-scheduling abilities, including a grid function that shows when group members can meet. GO LOTORG

Get holiday shopping tips in CompuServe's game forums, including the new Video Game Publishers B Forum. The forum offers product information, screen shots, game demos, and hints about the latest video-game releases, such as Nintendo's Donkey Kong Country. GO VIDBPUB

Singles and those recently divorced congregate in the Time Warner Lifestyle Forum, which focuses on the needs of the 20-to-40 age group. Discussion and information target entertainment, relationships, health and fitness, business and careers, and more. GO TWLIFE

Celebrate New Year's online in the California Forum's Conference Room 1, "Cantina California." The 25-hour New Year's Eve party starts at 6 A.M. ET on Dec. 31. Partygoers track midnight around the world and enjoy games, prizes, conversation, and fun. GO CALFORUM

First-time users of Health Database Plus get two articles with no transaction charge during their first session in December. Retrieve full-text articles and abstracts on health care, disease prevention and treatment, fitness and nutrition, substance abuse, and almost any other health-related topic. GO HLTDB

Get information on Elegant Hotels of the Pacific Rim in the Inn & Lodging Forum. Taken from Lanier Publishing's best-selling *Elegant Small Hotels*, the online information reports on the best hotels and resorts from New Zealand to Vancouver, and covers Malaysia, Japan, Sri Lanka, Thailand, China, and more. GO INNFORUM

Try Books in Print and Book Review Digest and save. During December, searches and full-text articles are \$1 in both databases. Books in Print includes references describing U.S. books currently in print, to be published in the next six months, or which went out of print in the last two years. Book Review Digest includes references and summaries of critical reviews of English-language adult and children's titles published since 1983. GO BIP and GO BOOKREVIEW

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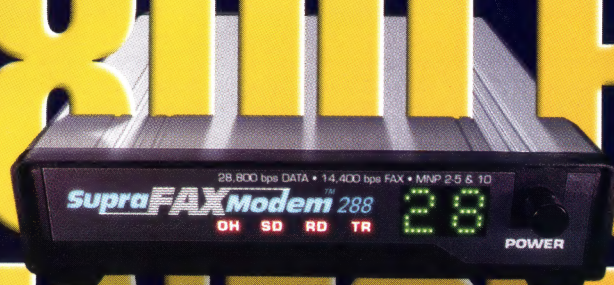
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